



## POSITION DESCRIPTION PART-TIME GUEST SERVICES ASSOCIATE

### Organization Overview

The Lone Star Flight Museum (LSFM), a non-profit 501(c) 3, opened its \$38 million facility at Ellington Airport in September 2017 after 27 years in Galveston, TX. With the belief aviation inspires achievement and endless possibilities, the museum serves to fulfill its mission to celebrate flight and achievements in Texas aviation history in an inspiring educational environment that meets the needs of students and visitors of all ages. Emphasizing the role of science, technology, engineering and mathematics (STEM), LSFM's vision is to be a dynamic and interactive educational flight museum reaching the people of Texas as a recognized experience of choice.

### Position Overview:

The guest services associate provides the highest level of customer service to museum visitors. This position performs all activities associated with the Museum Gift Shop and Admissions operations. As front-line staff members, the guest services associates are to welcome guests to the museum experience, assist customers in store purchases and provide the public with a positive impression of the museum.

### Primary Responsibilities and Duties:

- Provide warm, friendly and informative customer service in person and on the phone.
- Process daily admission tickets, museum programs/events; sell and process memberships.
- Assist museum visitors in the store with merchandise and inventory.
- Demonstrate accuracy in sales transactions including cash handling, credit card processing and end of day register close out.
- Maintain a clean and orderly work area with needed supplies.
- Clean glass doors, windows, shelves, and merchandise, being aware of safety hazards and guidelines.
- Perform other duties as assigned by the Guest Services Supervisor or lead.
- Scheduled working hours must be flexible and available to work weekends.

### Preferred Skills and Experience:

- Background in Customer Service or working with the public
- Ability to clearly communicate, both verbally and in written form
- Professional presentation, friendly and welcoming demeanor
- Basic computer skills and comfort with financial transactions
- Ability to problem solve and think on your feet; attention to detail
- Ability to lift up to 50 pounds
- Ability to work as a team and also take initiative independently
- The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions for this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Status:** Part Time/Non-Exempt/Hourly/Reports to the Guest Services Supervisor

The Lone Star Flight Museum is an equal opportunity employer.

To apply, please send a cover letter and resume to [Debbie.Kolojaco@lonestarflight.org](mailto:Debbie.Kolojaco@lonestarflight.org).