

National Mining Hall of Fame and Museum

Position Description

TITLE: Visitor Services Representative

DEPARTMENT: Operations

REPORTS TO: Operations Manager

FLSA STATUS: Non-exempt

Summary: This Visitor Services Representative will be the primary contact for visitors to the National Mining Hall of Fame and Museum (NMHFM) and/or offsite Matchless Mine and will perform duties related to admissions, Gift Shop sales, reservations, and special events registrations.

Essential Duties: Essential job duties for this position include the following items. Other duties must be performed as assigned or required.

- Greet guests in a friendly manner, ask how they learned about the NMHFM and where they are from, and provide orientation to the exhibits
- Determine appropriate amount to charge for admission, collect payment, and process it through Point of Sale system
- Determine amounts to charge for Gift Shop merchandise sales, collect payment, and process it through Point of Sale system
- Handle cash drawer, including opening, closing and counting receipts
- Perform opening and closing procedures
- Keep inventory clean and neat
- Restock items as needed and keep notes on low stock
- Lead guest activities, such as gold-panning (if applicable)
- Discuss needed repairs with Office Manager/Curator
- Maintain notes for consignment pieces sold
- Encourage guests to purchase memberships
- Work toward continuous quality improvement
- Stay current with changing technology, including software and Point of Sale programs
- Uphold, support, and promote all company policies and procedures

Supervisory Responsibilities:

The Visitor Services Representative has no supervisory responsibilities.

Qualifications: To perform this job successfully, the individual in this position must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the minimum knowledge, skills and ability required.

Education/Experience:

- High school diploma or general education degree (GED); or one to three months related experience and/or training; or equivalent combination of education and experience.

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- Retail and/or Point of Sale Experience preferred.
- Some interest in and knowledge of mining and history preferred.

Language Skills:

- Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals.
- Ability to write routine reports and correspondence.
- Ability to speak effectively before groups of customers or employees of organization.
- Ability to speak and understand Spanish preferred.

Mathematical Skills:

- Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals.

Reasoning Ability:

- Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists.
- Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

Certificates, Licenses, Registrations:

- Driver's license required.

Physical Demands: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

- Standing – Approximately 1/3 to 2/3 of on-the-job time.
- Walking – Approximately 1/3 of on-the-job time.
- Sitting – Approximately less than 1/3 of on-the-job time.
- Use of hands to finger, handle or feel – Approximately greater than 2/3 of on-the-job time.
- Reaching with hands and arms – Approximately less than 1/3 of on-the-job time.
- Climbing or balancing – Approximately less than 1/3 of on-the-job time. Matchless docents and VSRs
- Stooping, kneeling, crouching or crawling – Approximately less than 1/3 of on-the-job time.
- Talking or hearing – Approximately 1/3 to 2/3 of on-the-job time.
- Tasting or smelling – Approximately less than 1/3 of on-the-job time.
- Travel – Approximately less than 1/3 of on-the-job time.
- Weight lifted/Force exerted – An average of approximately 50 pounds, less than 1/3 of on-the-job time, non-continuously.
- Physical demand requirements listed are primarily applied to ability to lift and move supplies and Gift Shop merchandise, and open and close Matchless Mine buildings and signs.

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- Vision – Close vision (clear vision at 20 inches or less), Color vision (ability to identify and distinguish colors), Depth perception (three-dimensional vision, ability to judge distances and spatial relationships), and Ability to adjust focus (ability to adjust the eye to bring an object into sharp focus).
- Vision requirements listed are primarily applied to use of computers, organizing Gift Shop layouts, and reconciling cash drawer.

Work Environment: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of the job.

Environmental – Exposure to potentially hazardous environmental conditions may include the following:

- Work in high, precarious places – Approximately less than 1/3 of on-the-job time.
- Outdoor weather conditions – Approximately less than 1/3 of on-the-job time (NMHFM) or greater than 2/3 of on-the-job time (Matchless).
- Altitude above 10,000 Feet – Approximately greater than 2/3 of on-the-job time.

Noise – Exposure to sounds may include the following:

- Quiet – Approximately greater than 2/3 of on-the-job time.
- Moderate noise – Approximately less than 1/3 of on-the-job time.

Acknowledgement:

I understand that this position description is not an exhaustive list of all functions that you may be required to perform, and you may be required to perform additional functions. Additionally, the company reserves the right to revise the job description at any time.

I acknowledge this position description was reviewed with me and a copy was provided to me. I agree to and accept the terms and conditions and acknowledge this does not represent a contract of employment, and that employment at the National Mining Hall of Fame and Museum is employment at-will, which may be terminated at the will of either the company or myself.

Employee Signature

Date

Supervisor Signature

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Date