

## **EUGENE SCIENCE CENTER POSITION DESCRIPTION**

### **Guest Relations Assistant**

**DIRECT SUPERVISOR:** Guest Relations and Operations Director

#### **MAIN FUNCTIONS:**

Welcome guests to the museum, process admissions, sell museum memberships, answer phones, complete store sales, answer guest questions, and/or direct inquiries to appropriate staff.

Support the Guest Relations and Operations department by assisting with field trips, restocking the store, opening and closing exhibit areas, general museum cleaning, and other projects as assigned.

#### **SKILLS - EXPERIENCE - ATTITUDE REQUIREMENTS:**

- Upbeat and positive attitude, with enthusiasm for the Eugene Science Center and for ensuring excellent and memorable experiences for museum visitors
- Demonstrated ability to provide legendary customer service and show excellent judgment in interpersonal interactions (a minimum of 3 years of Customer Service experience is required)
- Ability and desire to learn new things quickly and to perform repetitive tasks with a high degree of care and accuracy
- Able to follow through on tasks and seek assistance from appropriate staff if necessary
- Ability to communicate effectively with a wide variety of audiences
- Able to multi-task and remain calm and courteous under pressure
- Fluent in both Spanish and English is strongly preferred, but not at all required

#### **WORKING CONDITIONS:**

- Family-friendly, hands-on science museum
- Primarily based at our Front Desk; fast-paced, busy environment with frequent interruptions

#### **TIME COMMITMENT:**

This is a part-time (~16 hours/week), non-exempt position that may require regular weekend and holiday work, as well as occasional evenings.

Applicants who are available to work Friday nights and/or weekends will be given a higher priority

#### **COMPENSATION AND BENEFITS:**

Starting wage is \$13.91/hr with some Eugene Science Center benefits provided.

#### **TO APPLY:**

Application reviews begin on August 1st for the two open Guest Relation Assistant positions.

Send resume, cover letter, and contact information for two personal references to:

Elena Aguero: [eaguero@eugencesciencecenter.org](mailto:eaguero@eugencesciencecenter.org)

***Eugene Science Center is an Equal Opportunity Employer***