



The Journey Museum and Learning Center Job Description – Customer Experience

REPORTING RELATIONSHIPS – Reports directly to and is reviewed annually by the Customer Experience Supervisor. Also responds to and can report directly to the Operations Manager and executive Director. Works with the Journey Museum and Learning Center team of employees and volunteers to create a positive environment for positive visitor and member experiences.

KEY ACTIVITIES AND RESPONSIBILITIES SUBJECT TO ANNUAL REVIEW

- Smiles and greets all visitors and team members encountered with a friendly demeanor and encourages others to smile and say “Hi”. Assists visitors and members in a friendly, courteous manner.
- Adheres to a “can do” attitude and efficiently resolves questions and requests.
- Supports other team members through “can do” actions and behaviors.
- Promptly responds to requests, phone calls and other areas of responsibility.
- Keeps team members advised as to the working order of the museum and helps ensure the facility is operationally sound on a day-to-day basis.
- Works with Customer Experience Supervisor to ensure accurate handling of all transactions within museum and museum store.
- Responsible for accurate and timely close outs of museum and museum store on a daily basis. These close outs are subject to review and approval of both Operations and Finance Managers.
- Works to support daily tasks operating a safe, clean, and orderly museum. This includes monitoring restrooms and cleaning on a scheduled basis. Additional facility cleaning tasks are to be completed on a daily basis, reviewed by the Customer Experience Supervisor.
- Provides support in pricing and organizing museum store merchandise as needed or assigned. Should consistently monitor inventory levels and replace price tags as needed. Must keep aware of presentation of merchandise and strive to enhance the sale ability of the products.
- Responsible for understanding of and knowledge of upcoming museum events and programs that museum is actively promoting online and in print. This ensures our team is able to properly answer and respond to questions.
- Understand and communicate the benefits of becoming a member of the Journey Museum and Learning Center. Portraying the importance of membership to all who come into contact with the museum.
- Responsible for leading and/or assisting with learn and play educational experiences; examples are but not limited to: Toddler Time, Discovery expeditions, Journey into Space, Camp experiences, and museum tours.
- Perform other duties as assigned.

SUMMARY – Members of the Customer Experience team are a key component to a positively viewed Journey Museum and Learning Center. Effective verbal and written communications skills are necessary. Basic math and reading skills, legible handwriting, and a strong attention to detail are essential elements for success. Critical features of this job are described above, but job responsibilities may change at any time due to business needs.