

Visitor Services Assistants are responsible for welcoming and interacting with visitors at Smith, maintaining a clean and safe environment in the Playhouse and on the Playground. S/he is the first point of contact for the public to Smith Memorial Playground and Playhouse and must have exceptional people skills, strong attention to detail, and a commitment to friendly customer service. S/he will be expected to work as a team with other Visitor Services Assistants outside on the Playground and inside in the Playhouse, doing a variety of tasks. These tasks include light custodial work, encouraging visitors to follow safety guidelines, and taking accurate daily attendance. Candidates must be able to represent Smith in a professional, warm manner.

ESSENTIAL FUNCTIONS

- Greet visitors in a pleasant manner and answer questions, tell visitors about safety guidelines and help visitors follow them
- Take accurate daily attendance of visitors
- Communicate effectively with coworkers to prevent gaps in customer service; value teamwork and work cooperatively as a team member
- Maintaining a clean, tidy and safe environment at personal work stations and throughout Smith's grounds; perform light maintenance tasks as required
- Effectively manage crowded equipment while remaining polite and welcoming
- Assist Birthday Party renters in following our renter guidelines, and ensure they have a positive visitor experience
- Familiarize self with Smith's history, culture, and mission to educate visitors
- Arrive on-time when scheduled

SPECIFICATIONS/ QUALIFICATIONS

- Ability to handle delicate visitor situations in a friendly and professional manner
- Friendly, outgoing personality
- Exceptional organizational skills and attention to detail
- Ability to prioritize and multi-task in a fast-paced environment
- Excellent verbal and written communication skills
- Work well independently on assigned tasks
- Proficiency in Microsoft Office Suite; especially Word, Excel, and Outlook
- Ability to climb stairs and lift 30 lbs
- Ability to work outside
- Able to work a part time schedule within the hours of Monday – Sunday, 9:45am – 7:15pm

Pay is \$9.00/ hour. Resumes are now being accepted. To apply send resume and cover letter to shadirah@smithplayground.org