



Visitor Services Assistant

Job Title: Visitor Services Assistant

Reports to: Managers of Visitor Services

Position Classification: Regular/ Part-Time

Wage Classification: Hourly, Non-Exempt, \$9 per hour

Date: March-Oct 2021

JOB SUMMARY

Visitor Services Assistants are responsible for welcoming and interacting with visitors at Smith, and maintaining a clean and safe work environment. They are 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. They 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 programming, visitor engagement, selling merchandise, encouraging visitors to follow safety guidelines, and taking accurate daily attendance. Candidates must be able to represent Smith in a fun, professional, warm manner.

ESSENTIAL FUNCTIONS

- Greet visitors in a pleasant manner and answer questions; tell visitors about safety guidelines and help visitors follow them, work at kiosk, slide, store and as a play activator
- Become a play resource and Smith connector for adult caregivers
- Lead visitors in unstructured play and nature based activities
- Collect and analyze data on visitor experiences. Use results to inform programming.
- Engage in supportive play with visiting children; engage and informally educate caregivers
- Re-Stock, reorganize and rotate natural materials and loose parts
- Take accurate daily attendance of visitors
- Sell items at the Smith store
- Maintain a clean, tidy and safe environment at personal workstations and throughout Smith’s grounds; perform light maintenance tasks as required
- Assist Birthday Party and group visits
- Familiarize self with Smith’s history, culture, and mission to educate visitors
- Arrive on-time when scheduled
- Communicate effectively with coworkers; value teamwork and fun

SPECIFICATIONS/ QUALIFICATIONS

- Ability to handle delicate visitor situations in a friendly and professional manner and ask for help when needed
- 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
- Completion of background clearances including PA Child Abuse History and criminal background check
- Ability to work outdoors climb stairs and lift 25 lbs
- Able to work a part time schedule within the hours of Tuesday– Sunday, 9:45am – 7:15pm

The above statements are intended to describe the general nature and level of work being performed by people assigned to this job. They are not intended to be an exhaustive list of all the job responsibilities, duties, skill, or working conditions. In addition, this document does not create an employment contract, implied or otherwise, other than an "at will" relationship.