

Port of Tillamook Bay

Title:	Seasonal Visitor Service Representative (VSR)	Department:	60 – NAST Museum Admissions Desk
Exempt/Nonexempt:	Non-exempt	Reports To:	Museum Executive Director
Pay Range:	Minimum Wage	Effective:	

New Position:

Position Change:

General Position Summary:

Greets customers, answers phones, processes sales for admissions and /or retail sales, assists with tours and introductions as needed, responsible for balancing the daily till at the end of the day, and light janitorial duties.

Essential Functions/Major Responsibilities:

- Sells admission tickets, memberships, and merchandise in giftshop.
- Handle Money and balance admissions or gift shop daily tills with accuracy.
- Execute daily till paperwork to assure it is neat, organized and stored according to cash handling policies and procedures.
- Follow daily tour and event schedules. Assists with giving tours and or special events. (once trained)
- Answer phones, respond to callers and take detailed messages.
- Assists with preparing Museum exhibits for opening and closing.
- Complete and maintain any side work assigned from VSR task list.
- Keeps workstation neat, clean, and organized daily.

Secondary Functions:

Ability to perform opening and closing duties when called on by the Executive Director or the Manager on Duty.

Assists Inventory Specialist with restocking and checking in inventory in gift shop.

Supervisory Responsibility:

None

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Interpersonal Skills:

- Customer service orientation.
- Communication skills - written and verbal.
- Comfortable with public speaking.
- Planning, organizing, and prioritizing.
- Work in team setting.
- Judgment, problem assessment and problem solving.
- Information gathering and information monitoring.
- Attention to detail and accuracy.
- Flexibility/adaptability.

Specific Job Skills:

- Cash handling.
- Customer Service - A positive outlook with customers, co-workers, and supervisor.
- Some public speaking

Education and/or Experience:

Clover POS software knowledge (training provided upon hiring).

Public speaking for tours and introductions (training provided upon hiring).

Ability to count back change to customers.

Job Conditions:

- Ability to work weekends, holidays, mornings and nights.
- Ability to exert up to 10 pounds frequently and lift up to 40 pounds stocking occasionally.
- Ability to grasp lifts, reach, crouch, stand, sit, walk, and carry for long periods of time.

Employee	
Supervisor	
General Manager	