



Corpus Christi Museum of Science & History

1900 N. Chaparral Corpus Christi, TX 78401 (361) 826-4667

Job Title: Visitor Experience Associate
Status: Full-time
FLSA Code: Non-Exempt
Report to: Visitor Experience & Gift Shop Director
Supervisory Responsibilities: This job has no supervisory responsibilities.
Who May Apply? All persons legally authorized to work in the United States and meet minimum education and experience
Salary: Hourly employee- \$13.00 to \$15.00 per hour
Positions Open Until Filled

Position Summary:

This position is responsible for ensuring that visitors have a positive, safe, clean, and fun experience at the Museum. The Visitor Experience team provides a proactive welcome, excellent customer service and engages with audiences of all ages and backgrounds. Visitor Experience Assistants work in a range of positions in the museum: at the front ticket counter, in the museum store, in the galleries managing entrances, monitoring and engaging with exhibition visitors; selling tickets and membership; helping to host museum events and facilitating engagement activity in the galleries or learning spaces. We are a diverse team, and experience in a museum environment is not essential. The most important qualities to demonstrate are confidence and experience in a public-facing role and a passion for providing the best possible levels of service to all visitors. Retirees are encouraged to apply. The museum is open daily from 9:00 am to 5:30 pm and on some evenings for events. Flexibility in scheduling can be offered. A 30-minute lunch break when working Monday-Saturday. Sunday hours are 11am to 5:30pm with no lunch break.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Proactively welcome visitors to the museum in a friendly and open way, always
- Performs admissions desk, gift shop, and concessions duties
- Interact with Museum visitors in a friendly, positive, and helpful manner
- Registers visitors and provides them with information about the museum
- Undertake ticket and membership selling duties
- Be able to use the ticketing software
- Proactively assist with the management of crowded areas
- Proactively monitor visitor flow and behavior, be able to apply security and safety procedures as necessary
- Know Museum policies, events, exhibits, and layout
- Serves as receptionist and greeter for guests arriving for meetings or individual appointments
- Ensures a tidy front desk with up-to-date materials and handouts
- Enters admissions and visitor data into the database
- Handles cash and credit card transactions accurately
- Communicates regarding incidents at the museum as well as visitor feedback
- Responsible for collating daily data and providing reports requested
- Hold current food handler's permit or be able to obtain within 20 working days

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Professional Experience and Education

1. High school diploma or equivalent, some college preferred
2. Experience working in an environment serving the public
3. Strong interpersonal skills
4. Ability to work independently and organize effectively
5. Written and verbal communication skills
6. Comfortable working around children and large crowds
7. Able to effectively manage and lead large tour groups, volunteer groups, and events
8. Bilingual (English/Spanish) a plus
9. Experience working with the public
10. Cash handling experience
11. Computer proficiency, with admissions database experience
12. Willingness to do whatever is necessary to get the task accomplished

Other

1. Able to lift at least 25 lbs
2. Comfortable walking/standing for extended periods of time
3. Climbing stairs
4. Flexible work schedule
5. Open Availability
6. Reliable and follows work schedule
7. Other duties as assigned.

Compensation

1. Compensation based on education and experience
2. Hourly Salary Range: **\$13.00-\$15.00**
3. Benefits based on employment status
4. Staff free parking
5. Discounted admission and purchases

Closing Statement

- Selected applicants must be able to pass a background investigation
- Any position that lists a minimum qualification for education level and license/certification will require the applicant to provide proof of documentation if selected for hire
- This position is full-time, may exceed a 40-hour work week, and is non-exempt from Fair Labor Standards and Practices overtime compensation requirements. Employee must be available and able to work non-traditional hours, including nights and some weekends.
- The job description for this position is intended to provide an overview of responsibilities and is not meant to be considered all-inclusive.
- Please submit a cover letter and resume to karens3@ccmuseum.com.



**1900 N. Chaparral St.
Corpus Christi, TX 78401**

EMPLOYMENT APPLICATION

Your application will be reviewed in detail. The decision on which applicants will be interviewed will be based on the information you provide within the format given herein. You may attach your resume to this application but it will not be accepted in lieu of an application.

Our policy is to provide equal employment to all qualified persons without regard to race, creed, color, religious belief, sex, sexual orientation, age, national origin, ancestry, physical or mental disability or veteran status.

PERSONAL INFORMATION:

Name: _____

Complete Home Address: _____

City, State, Zip: _____

Day Phone: _____ Evening Phone: _____

Email Address: _____

Are you a U.S. citizen or authorized by INS to work? *(Documentation will be required)* Yes No

Have you ever been convicted of a felony? *(This will not necessarily affect your application)* Yes No

If yes, please explain:

Are you bi-lingual? Yes No In what language/languages? _____

EMPLOYMENT DESIRED:

Position applying for: _____

Have you ever applied for employment here? Yes No

When _____ What position? _____

Have you ever been employed by this company? Yes No

When _____ What position? _____

Are you presently employed? Yes No May we contact your present employer? Yes No

Supervisor Name: _____ Position: _____

Contact Telephone Number: _____

Are you willing to travel? Yes No Do you have an automobile? Yes No

Valid Driver's License Number: State:

Can you provide proof of auto insurance? Yes No Date you can begin employment:

EDUCATION:

High School _____ Location _____ Graduate Yes No

_____ GED Yes No

College _____ Location _____ Degree Obtained and Major _____

Can you provide proof of your education? Yes No *(Documentation will be required)*

Are you planning to continue your studies? Yes No

If yes, where and what courses of study? _____

COMPUTER SKILLS:

Typing Speed in WPM: _____

- List all the Computer Software that you are **proficient** in and describe your experience and skills in each.

WORK EXPERIENCE: Please list employment for the last five-(5) years starting with most recent employment.

<i>Employer:</i>		<i>Date From</i>		<i>Date To</i>	
<i>Address:</i>					
<i>Position/Title:</i>					
<i>Responsibilities:</i>					
<i>Reason for Leaving:</i>					

<i>Employer:</i>		<i>Date From</i>		<i>Date To</i>	
<i>Address:</i>					
<i>Position/Title:</i>					
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<i>Employer:</i>		<i>Date From</i>		<i>Date To</i>	
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<i>Reason for Leaving:</i>					

<i>Employer:</i>		<i>Date From</i>		<i>Date To</i>	
<i>Address:</i>					
<i>Position/Title:</i>					
<i>Responsibilities:</i>					
<i>Reason for Leaving:</i>					

Attach an additional sheet if needed to list all employments in the last 5 years

REFERENCES:

List three references (**two of whom must be former employers**), not related to you, whom you have known more than one year.

Name: _____ Phone: _____

Address: _____ Years Known: _____

Name: _____ Phone: _____

Address: _____ Years Known: _____

Name: _____ Phone: _____

Address: _____ Years Known: _____

Please tell us which responsibilities outlined in the accompanying job description are most suited to your skills and why:

Please tell us which responsibilities outlined in the accompanying job description will be most challenging or even difficult for you to fulfill and why:

Please help us make an informed decision on you as an applicant. What is it that makes you stand apart from other qualified applicants?

Please list your anticipated rate of compensation for this position: \$ _____

(applications without this information will not be considered)

Thank you for your time and careful consideration in completing this application. Please be assured that we will also take time and careful thought in our consideration.

PLEASE READ BEFORE SIGNING:

I acknowledge the importance of telling the truth on this application and any associated documents (herein "application"). I affirm that all of the information provided by me on this application is true to the best of my knowledge. The information is also not intended to mislead The Corpus Christi Museum of Science and History in any way about my qualifications or background. If I have omitted any information or provided information that is false or misleading, my application will be rejected, and I will not be eligible for employment. In addition, if it is later learned that any information on this application is false or misleading, that I may be subject to discipline up to and including immediate discharge.

I authorize my previous employers, schools, or persons listed as a reference to give any information regarding employment or educational record. I agree that The Corpus Christi Museum of Science and History and my previous employers will not be held liable in any respect if a job offer is not extended, or is withdrawn, or employment is terminated because of false statements, omissions, or answers made by myself on this application. In the event of any employment with this organization, I will comply with all rules and regulations set by the organization in any communication distributed to the employee.

I understand that employment with The Corpus Christi Museum of Science and History is "at will" which means that either this organization, or I may terminate the employment relationship at any time, with or without prior notice.

Applicant Signature: _____ **Date:** _____