



National Law Enforcement Museum Job Description

Position:	Visitor Services Lead (Full-time)
Incumbent:	Open
Reports to:	Visitor Services Manager
Direct Reports:	None

The Visitor Services Department oversees Museum admission, visitor entrance and group check in. This position sets the tone for each guest who visits the National Law Enforcement Museum (referred to as NLEM). A Visitor Services Lead will supervise the Admissions desk and staff in the absence of the Visitor Services Manager or Assistant Manager.

Primary Areas of Responsibility:

- Greets guests in a welcoming manner and applies outstanding service to all internal and external customers each work day.
- Facilitates staff breaks and lunches and provides documentation.
- Helps train new staff on point of sale computers and procedures.
- Acts as a role model for new staff.
- Sells admission tickets, Museum memberships, and fulfills will call tickets; upgrades sales whenever possible and ask point-of-sale survey questions when necessary.
- Scans tickets at Exhibit Entry area.
- Provides accurate and helpful responses to guest questions by staying informed on NLEM discounts, coupons, promotions, and events.
- Responds calmly and professionally to guest concerns and complaints by taking corrective actions by policy or procedure or to refer them to supervision when needed.
- Operates point-of-sale computer register and is able to process all transactions efficiently.
- Handles large amounts of cash and credit card transactions accurately and ethically.
- Performs all daily opening, operating, and closing procedures within established guidelines, including reconciling daily deposits, completing paperwork neatly and accurately, and balancing register at end of shift.
- Secures register throughout shift.
- Adheres to all NLEM policies and procedures.
- Demonstrates proven critical thinking and problem solving skills.
- Communicates effectively with guests, volunteers, admissions and other staff, as well as Museum management and VIP visitors.

- Maintains the highest standards of safety possible while providing a safe, fun, and clean environment.
- Performs other duties as assigned.

Knowledge/Skills/Abilities:

- Cashiering, cash handling, and customer service experience is preferred.
- A high school diploma or GED is preferred.
- Outstanding customer service focus in interacting with internal and external customers during the course of performing in the position
- Experience in or ability to cashier on a point-of-sale register making cash and credit transactions
- Ability to follow and make correct decisions within established procedures, especially regarding cash handling and credit card transactions
- Ability to perform duties with and without supervision
- Ability to handle moderate periods of complex work in dealing with regular and irregular work situations, emergency situations, and diverse personalities
- Ability to perform a variety of tasks concurrently in a demanding environment
- Demonstrates high-level of confidentiality and trustworthiness in dealing with various situations
- Good analytical thought process, including problem solving and decision-making skills and abilities
- Good interpersonal and communication skills, in person, in writing, and over the phone
- Demonstrated responsibility for accuracy and timeliness for work performed

Working Conditions:

- Weekends required. Must be able to lift up to 35 pounds. Position requires frequent, sustained periods of sitting, as well as standing and movement. Position will involve an increased workload during the National Police Week and during the build and launch of the Museum.