

Job Description: Membership & Information Desk

Date: Summer 2020
Title: Membership & Information Desk – Seasonal
Department: Development
Position Reports To: Membership Supervisor
Status: Non-Exempt / Seasonal

Summary: Provide outstanding guest service to both internal and external customers. Project a courteous, efficient, and positive first impression with visitors. Maintain accurate records and capture data related to visitation and membership.

Job Duties:

- Greet visitors, providing positive initial contact. Represent the Center in the best possible manner.
- Provide cashier service, including accepting and receipting payments, and making change. Increase throughput, expedite entrance to museum, by admitting members and second day returns. Maintain accurate records of activity.
- Exhibit thorough understanding of the register/ticketing system and software. Balance cash drawer daily.
- Promote membership to all visitors utilizing thorough knowledge of the membership program to address inquiries, enroll new members, and process renewals accurately.
- Coordinate reservations for Cody Trolley, Cody Nite Rodeo, and other available programs. Maintain accurate records of activity using a computer-based register.
- Sell other museum-related tickets to include Patrons Ball raffle tickets.
- Provide visitors with general information about the Buffalo Bill Center of the West, to include physical layout and services offered.
- Provide visitors with general information about services and attractions in Cody and the surrounding area.
- Provide visitors with accurate information relating to special events, activities, and programs.
- Keep concierge desk supplied with all necessary work-related items.

Competencies:

- Outgoing personality.
- Attention to detail.
- Professional demeanor.

Supervisory Responsibilities:

- None

Required Education and Experience:

- High school diploma.
- Experience in the use of a general admission, point-of-sale ticketing system or sales environment is desired.

- Should be presentable and personable and demonstrate willingness to work cooperatively and collaboratively.
- Must be a people-oriented individual who demonstrates friendliness, tact, and diplomacy when dealing with the public.
- Must communicate well, especially orally, and be able to work independently.
- Should be customer service-oriented with the ability to meet goals.
- Be available to work varied hours, weekends, and holidays.

Other Duties:

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice.

EEO Statement:

Buffalo Bill Center of the West provides equal employment opportunities to all employees and applicants for employment without regard to race, color, ancestry, national origin, gender, sexual orientation, marital status, religion, age, disability, gender identity, results of genetic testing, or service in the military. Equal employment opportunity applies to all terms and conditions of employment, including hiring, placement, promotion, termination, layoff, recall, transfer, leave of absence, compensation, and training.