



## Visitor Services Associate

Reports to: Executive Director of Community Relations

Classification: Non-Exempt. Part time. Days, evenings, weekends, and special events, but specifically weekends.

Pay Range: \$16.00 - \$20.00 per hour

Location: De Pere, WI

### **About the Mulva Cultural Center**

The Mulva Cultural Center is a place where all guests are invited to experience a culturally creative and diverse environment for education, enlightenment, contemplation, and enjoyment. The Mulva Cultural Center seeks to offer traveling exhibits, arts, and culture within an architecturally significant facility in historic downtown De Pere, Wisconsin.

### **Position Summary**

The **Visitor Services Associate** is responsible for providing assistance and information to Mulva Cultural Center visitors and staff and processing tickets, memberships, and program fees. Visitor Services Associates will also monitor the Center's appearance and support other departments.

### **Essential Job Functions:**

- Greet the public and briefly orientate visitors to the center, programs, and events
- Process admissions and any fees for programs, memberships, and events through Veeva
- Handle cash and other forms of payment accurately and balance to zero at end of shift
- Outline center activities, provide orientation information about the exhibits and films, and provide directional services (e.g., bathroom, cafe, gift shop, local community, etc.)
- Answer the center's central telephone lines promptly, answer inquiries courteously, and direct callers to appropriate staff offices and individuals as needed
- Observe individuals entering the center and report any irregularities to Security
- Actively promote and sell annual memberships to patrons visiting the center, answer questions, and provide detailed descriptions on benefits of becoming an annual member
- Respond to emergency needs by monitoring the status of facilities and take steps to reduce or eliminate personal risk to visitors, in accordance with Visitor Services training
- Assist with clerical duties, which may be performed at the Visitor Services desk for other center departments, as assigned by the Executive Director of Community Relations
- Assist in the operation of the gift shop, as needed
- Perform other related duties as required

### **Qualifications and Experience:**

- High school diploma or GED
- 2 or more years of experience in a customer service focused position preferred

### **Knowledge, Skills, and Abilities:**

- Ability to interact with the public in a courteous, diplomatic, and professional manner at all times
- Familiarity with computer systems, point-of-sale systems
- Proven ability to work independently and with a team
- Strong time management, communication, and multitasking skills
- Able to maintain flexible hours: evening, holidays, weekends, special events

**Personal Qualities:**

- Highly motivated and dependable with a strong work ethic
- Demonstrates friendliness, professionalism, enthusiasm, and superior customer service
- Committed to making safety a priority

**Physical and Environmental:**

- Ability to stand and/or sit for extended periods of time
- Ability to lift/move/maneuver up to 25 lbs.

**Equity, Diversity, and Inclusion Policy**

The Mulva Cultural Center fosters equity, celebrates diversity, and supports inclusion. We acknowledge that diverse backgrounds and voices of visitors, volunteers, trustees, staff, and residents represented in our communities make us strong and better equipped to make positive impacts locally, nationally, and internationally.

**EOE**

The Mulva Cultural Center is committed to building a culturally diverse staff and is an Equal Opportunity Employer. The MCC provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression or any other characteristics protected by federal, state, or local laws.

**To Apply**

Please send your resume to [HR@MulvaCenter.org](mailto:HR@MulvaCenter.org)

Learn more about the Center by visiting [www.MulvaCenter.org](http://www.MulvaCenter.org)

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