



TULSA AIR AND SPACE MUSEUM, INC.

Job Description

<u>Position:</u>	Cashier & Guest Relations
<u>Reports to:</u>	
<u>Department:</u>	Museum
<u>Fair Labor Standards Act (FLSA):</u>	Exempt
<u>Job Summary:</u>	<p>We are looking for a cashier who enjoys working with the public and has a friendly, outgoing personality. As a team-oriented company, we seek an individual who can be flexible with work hours. The ideal candidate is dedicated to providing exceptional customer service and displays a positive attitude when interacting with customers and employees. Cashiers provide exceptional customer service and sales to support all museum guests and enthusiastically greet and welcome visitors while accurately managing cash and credit card sales of tickets, memberships, and/or special events in a timely manner. This position works in the front lobby selling admission tickets and memberships, but will also be assigned tasks as needed. This position assists guests with questions and comments to ensure that guests have a good overall museum experience, and supports the maintaining of the gift shop. Cashiers use clear communication and extensive knowledge to promote museum membership, programs, school/group experiences, birthday parties, and special events. Process registrations and provides administrative support for documentation and reporting requirements. Cashiers will answer the museum phone and continue to provide excellent customer service, take accurate messages, and/or transfer calls to the appropriate staff member. Cashiers are responsible for light custodial duties to maintain a clean operating space in the museum. Cashiers are directly under the manager, but respond to tasks given by other supervisors within the museum.</p>
<u>Supervises:</u>	None

Qualifications:

Knowledge/Skill/Ability:

- Ability to communicate effectively, both orally and in writing.
- Ability to operate a square POS system.
- Ability to work in a fast paced environment
- Memorize museum programs, general exhibits, and information needed to assist museum guests
- Maintain an accurate cash drawer
- Ability to foster a cooperative work environment.
- Knowledge of cash management principles and/or procedures.
- Knowledge of customer service standards and procedures.
- Previous sales and/or customer service experience required.
- Ability to read, understand, follow, and enforce safety procedures.
- Knowledge of basic fiscal and personnel management principles.
- Must be able to stand for periods of 6 to 8 hours.



- Must be able to lift up to 25 pounds.
- Cash handling experience and basic math skills.
- Strong verbal, reading, writing, hearing, and listening communication skills in English.
- Sales experience preferred to drive sales of memberships
- Positive, friendly attitude toward guests, including the ability to convey information accurately

Key Responsibilities/Essential Functions:

- Weekdays, evenings, weekend, and holiday availability is required.
- Maintain physical appearance of museum by keeping areas clean and organized.
- Ability to capitalize on sales opportunities, delivers outstanding service, and efficiently administers the ticket and membership sales process.
- Proactively maintain knowledge base of all museum programs, shows, memberships and auxiliary services.
- Clerical duties as assigned and handling purchase orders for groups.
- Participates in the establishment and implementation of general marketing plans and programs for the enterprise.
- Monitors general housekeeping cleanliness within the area; ensures that equipment and facilities remain in good repair, and that employee and customer safety standards are maintained.
- Reports to Manager and other supervisors as necessary to complete tasks.
- Performs miscellaneous job-related duties as assigned.

Physical Demands: While performing the duties of this job, the employee is regularly required to stand. The employee frequently is required to reach with hands and arms. The employee on occasion may lift and/or move up to 25 pounds. Employee must be able to meet physical requirements of the position with or without reasonable accommodation.