

The Santa Barbara Historical Museum is searching for a dynamic individual who enjoys interacting with the public and takes pride in providing EXCELLENT customer service. The new Visitor Services Representative will have many responsibilities; however, the most important responsibility will be to make every patron feel special and to enhance the museum experience.

Responsibilities:

- Warmly greet and welcome visitors to the Museum
- Sell Memberships and politely encourage Donations
- Provide information about the Museum and Santa Barbara history, including exhibits and programs
- Answer telephone with a smile, route phone calls throughout office, communicate clearly, and graciously answer callers' basic requests
- Present a professional demeanor in dealing with visitors, trustees, donors, and vendors
- Encourage sales in the museum store, assist customers with their purchases, and welcome their return
- Clean and straighten store merchandise and assist with pricing, stocking, and inventory records
- Arrive to work dressed professionally to represent the museum

Education and Desired Experience:

- General office experience
- College degree or college students
- Retail Sales experience
- Non-profit experience

Requirements:

- A Good Attitude - personal accountability, a sense of teamwork, and a desire to make the customer happy
- Enthusiasm for history, art, customer service, and the museum industry
- OUTSTANDING customer service skills
- Self-motivated and a "go-getter" attitude, must be able to work unsupervised
- Ability to multi-task while remaining organized and pleasant
- Professional appearance required
- Ability to MEMORIZE facts, scripts, and valued patrons' names
- STRONG communication skills
- Enjoy interacting with the public
- Comfortable working in different environments: at a desk, as well as working on your feet for long periods of time in the galleries
- Must be accountable, dependable, and PUNCTUAL
- Must enjoy and be effective at working in a team environment
- Must be flexible; as we are a small non-profit, one must be able to cross-train and help where help is needed
- Must be able to perform data entry and various other office duties
- Must be able to work variable hours as well as some weekends

Background check required. Guard Card not required. Send a brief cover letter, resume, and availability by email to visitorservices@sbhistorical.org.

Applications without a resume and cover letter will not be considered.

