

## **Visitor Services Associate** **(Part-Time, Hourly)**

### ***JOB DESCRIPTION***

#### ***Chief Objectives of the Position:***

To greet Center visitors in a friendly and positive manner; efficiently facilitate sales and transactions; and correctly answer inquires for information about the Center's exhibits, products and films.

#### ***Responsibilities:***

##### **IMAX Theater**

- Coordinate opening and closing theater door with IMAX Projectionist.
- Greet visitors and retrieve theater tickets from guests entering the auditorium ensuring that all tickets have the correct date and show time. Direct visitors in the appropriate direction.
- Assist all handicapped guest by offering to take them to the elevator or assisting them to their seat.
- Assist latecomers to their seats and assist visitors who have left the theater and must re-enter. Using a flash light to guide them in.
- Walk through the theater during the performances to make sure everything is working properly and that there is no filming or inappropriate behavior going.
- Prepare theater for next scheduled show, by walking through aisles looking under seats for lost items or trash.
- Understand the basic aspects of the Center and the IMAX Theater to answer basic visitor questions. Refer more difficult questions the Lead IMAX Associate or the Director of Visitor Services.
- Complete and follow daily procedures forms.
- Ensure that work area is neat and orderly at all times.
- Assist the Manager or Director of Visitor services in directing or controlling guests during emergency situations.

- Follow daily procedures for maintenance of 3D glasses and equipment.
- Follow procedures for distribution, retrieval of glasses, maintaining a daily inventory log sheet. Report any discrepancies to Lead Theater Associate or the Manager on duty.
- Serve as a backup for the café associates and ride attendants during break periods or whenever needed.
- Other duties as assigned.

***Required Qualifications and Experience:***

High school diploma or equivalent and a minimum of one year's experience in sales, customer service and cash handling required. Must have excellent customer service skills, ability to work in a team environment with minimum supervision. Knowledge of standard cash register, calculator and basic computer skills. Weekends, holiday, and evening required.