

## **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:***

##### **Ride Attendant SRV/Space ball**

- Safely operate the Space Ball and Simulated Ride Vehicle (SRV), ensuring that each rider has purchased a ticket before getting on the ride.
- Ensure that all safety procedures and policies are followed before, during and after each ride.
- Ensure that work areas are neat and orderly at all times.
- Understand the basic aspects of the Center and the IMAX Theater to answer basic visitor questions. Refers more difficult question to the Lead IMAX Associate or the Director of Visitor Services.
- Monitor the working conditions of the rides, reporting and maintenance issues to the Lead Associate or manager on duty to ensure that the ride is safe to operate at all times.
- Suggest new ideas to the Director of Visitor Services to further streamline the operation of the Center rides and IMAX Theater.
- Assist the Manager or Director of Visitor services in directing or controlling guests during emergency situations.
- Assist IMAX usher with the retrieval of the 3D glasses when second usher is not present.
- Serves as backup usher during periods of break.

***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.