Visitor Service Representative

Are you good at helping people? Do you want to work in a fun, interesting environment? The Harvard Museums of Science & Culture is looking for a hard-working, dedicated person to staff the Harvard Semitic Museum on Sundays.

The Visitor Service Representative provides the highest level of customer service to ensure that visitors have a positive experience. Serving as essential frontline staff you will be an integral first point of interaction with visitors, you will ensure that they feel welcome and comfortable as they enjoy our museums.

Representatives are responsible for:
- Greeting visitors and providing assistance and information on an array of topics including exhibits and general wayfinding and building amenities
- Providing a welcoming presence
- Maintaining accurate counts of museum attendance using electronic survey methods
- Directing incoming calls and responding to inquiries from the general information phone line
- Handling cash and check transactions at the museum shop
- Opening and closing of galleries, including securing gallery spaces and ensuring that all print material is fully stocked
- Reporting any physical plant or operations issues to appropriate staff on a timely basis
- Responding to public safety issues and emergencies as required
- Other duties as assigned

You’re Good At:
- Talking with people and solving problems
- Being on time, reliable, and professional
- Committing to a regular schedule
- Working independently

Basic Qualifications
- One or two years of related experience working in a public service environment.

Additional Qualifications
- Experience working or general interest in museums, archaeology or history a plus.
- Excellent communication skills, attention to detail, computer aptitude, punctuality, and a positive team-oriented approach.
- Requires attention to data accuracy and adherence to established departmental policy and procedure. Fluency in additional language(s) a plus.

This position is scheduled regularly on Sundays from 10:45 AM – 4:15 PM. Opportunities for more shifts may periodically become available. Weekends and holidays required. Note that the museums are open for business 361 days per year, and Visitor Services staff are considered essential employees.

To apply, please email your resume and cover letter to the Visitor Services Student Coordinator, Colleen Sutherland, at Sutherland@hmsc.harvard.edu