

Customer Service Representative III, Visitor Services Associate

Museum

Starting annual salary: \$28,542.30

Application deadline: June 24, 2022

The Mississippi Department of Archives and History is recruiting a Customer Service Representative III to serve as a visitor services associate in the visitor experience section at the Two Mississippi Museums. The incumbent will be responsible for engaging with the public and ensuring visitors have a positive, meaningful experience while at the Two Mississippi Museums, including the Museum of Mississippi History and the Mississippi Civil Rights Museum. The Incumbent will also be the primary team member to greet visitors and run the daily frontline operations of the Two Mississippi Museums smoothly and efficiently and act as an ambassador to inform guests of exhibitions and programming at the Two Mississippi Museums as well as local attractions of interest.

Duties of this position include:

- Greet and welcome visitors upon arrival, offering a sincere personal interaction while anticipating visitors' needs and providing proactive assistance.
- Provide excellent customer service, assisting with wayfinding and general questions of visitors.
- Operate the Two Mississippi Museums' front desk, including financial and customer service duties, answering and directing calls, and monitoring and controlling visitor flow into museums.
- Handle sales of tickets and membership via the Point-of-Sale system during operating hours and special events.
- Maintain a courteous and professional demeanor with staff and visitors.
- Report any visitor maintenance concerns to staff in a timely and efficient manner.
- Provide information on Two Mississippi Museums exhibits, programs, cafe, and the museum store.
- Assist the Visitor Services Coordinator by performing clerical tasks and projects to support the visitor services operations.
- Maintain accurate records of museum visitors and front desk sales.
- Assist with special events, facility use, and the Mississippi Museum Store as needed.

Preferred experience:

- Customer service experience.
- Basic knowledge of customer service practices and possess efficient communication skills.
- Responsible, flexible, punctual, and able to work well under pressure.
- Proficient with basic computer skills and ability to learn Point-of-Sale systems quickly.
- Ability to handle multiple tasks simultaneously, solve practical problems, and follow written and oral instructions.



JOB ANNOUNCEMENT

Customer Service Representative III, Visitor Services Associate Museum

Starting annual salary: \$28,542.30

Application deadline: June 24, 2022

Education and experience must meet one of the following criteria:
High school diploma or equivalent and three to six years of related experience.

Physical Requirements:
Able to walk/stand for extended periods and climb steps.

Essential Functions:
Work hours are Tuesday through Saturday, 8 a.m. to 5 p.m., at least one Sunday a month from 10 a.m. to 5 p.m., and a willingness to work some evenings.

To apply for this position, submit an online application via the Mississippi State Personnel Board; or for more information, contact the MDAH human resources office at 601-576-6866. The Mississippi Department of Archives and History is an equal opportunity employer.