



COLUMBIA GORGE
DISCOVERY CENTER & MUSEUM

be present ... in the past

Crates Point DBA Columbia Gorge
Discovery Center & Museum
5000 Discovery Drive
The Dalles, OR 97058
541.296.8600

Job Title: Visitor Services Team Member
Start Date: 2 positions available immediately
Department: Visitor Services
Reports to: Visitor Services Manager; Executive Director
Classification: Part-time
Pay: \$14 hourly

Job Summary:

Responsible for participating in all aspects of Museum Visitor Services, including the daily functions of the admissions desk, museum store, Basalt Rock Café, events, and facilities. Visitor Services team members must have excellent customer service skills, be attentive to detail, results-orientated, and be a team player, resulting in a seamless visitor experience for museum guests and visitors. Visitor Services team members comply with all museum policies, procedures, and safety regulations.

Key Responsibilities:

Visitor Experience:

- Greet visitors courteously and provide knowledgeable orientation of the museum
- Have knowledge of and/or be willing to be trained to use QuickBooks POS (point-of-sale system) including:
 - Complete sales transactions, including processing of discounts and tracking of visitor's origin on tally sheet
 - Daily reconciliation of all transactions including cash accountability
- Inform visitors about memberships and their benefits, and route new membership information to appropriate staff; new memberships sold result in a reward bonus (current renewals do not apply but long expired memberships do)
- Maintenance of the admission desk and museum entrance: cleaning and organizing as needed; including, but not limited to organizing brochures and magazines
- Accurately answer inquiries about the museum, its programs and special events
- Check scheduling programs Filemaker, Google and Basecamp for events daily to ensure that all meeting attendants are directed appropriately
- Stay current on all facts regarding the museum, the Columbia River Gorge, local attractions, restaurants, wineries, etc.
- Continually identify opportunities to streamline processes / procedures
- Attend team and staff meetings as scheduled

Basalt Rock Café:

- Have current Oregon Food Handler's Permit and OLCC Alcohol Server's Permit, or be willing to obtain these permits in this position

- Provide food preparation assistance to any / all museum staff for successful café operations and in-house events
- Provide cleaning and tidying to any / all café spaces: café kitchen, dry storage room, walk-in refrigerator and reach-in freezer, etc., in addition to all existing equipment, to ensure the museum and café are in compliance with Oregon Health Department requirements for food safety and storage, cleanliness of food preparation and service areas, and clearing and sanitation of all service items after events, on the day of the event
- As needed / required, bus tables, wash dishes, clean kitchen, sweep and mop kitchen floors, ensure proper food storage after event, and remove garbage

Events:

- Assist the Events Manager and / or work with the Visitor Services team in the maintenance, set-up, and tear-down of rental spaces as per rental agreements with clients
- Assist in the maintenance, set-up, and tear-down of non-catered events, including busing, dish washing, kitchen clean-up including floor sweeping and mopping, food storage, and garbage removal
- Be willing to work flexible hours during the week, as some events are held outside of traditional museum operating times (9am-5pm)

Museum Store:

- Organize and re-stock inventory in all areas of the store
- Accurately mark merchandise with item number and price
- Maintenance of the store – cleaning and organizing as needed
- Have knowledge of and/or be willing to be trained to use QuickBooks POS (point-of-sale system) including:
 - Complete sales transactions, including processing of discounts and tracking of visitor's origin on tally sheet
 - Daily reconciliation of all transactions including cash accountability
- Assist visitors in locating merchandise and have knowledge of current inventory
- Advise internal Museum Store management team of low inventory
- Answer the Museum Store main line and direct calls to appropriate staff
- Maintain open lines of communication with manager and other staff
- Check email daily and route to appropriate staff
- Attend staff meetings as scheduled

Facilities:

- Keep indoor spaces clean, including river gallery, theater, board room, classroom, café and adjacent deck
- Keep outdoor spaces clean and well-maintained, including the walkways / paths, signage, vegetation, and all outdoor elements on the museum's grounds