



COLUMBIA GORGE  
DISCOVERY CENTER & MUSEUM

*be present ... in the past*

Crate's Point dba Columbia Gorge Discovery Center & Museum (CGDCM)  
5000 Discovery Drive, The Dalles, OR 97058, (541) 296-8600  
February 2023

**DEPARTMENT:** Visitor Experience  
**JOB TITLE:** Visitor Experience Associate  
**REPORTS TO:** Visitor Experience Manager  
**CLASSIFICATION:** Part-time (on-site); Hourly

### Job Summary:

Responsible for participating in all aspects of Museum Experience Services, including the daily functions of the admissions desk, museum store, Basalt Rock Café, events, and facilities. Visitor Experience 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 Experience 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
- Make announcements over the museum's loudspeaker system for programs, events, and in case of emergencies
- 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.
- Manage any problematic customer service issues by escalating to fellow colleagues and / or reaching out to the non-emergency phone number for Wasco Co. Sheriff's office
- 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 role

- Provide food preparation assistance to any / all museum staff for successful café operations and in-house events
- Restock any food storage areas and advise when supplies are running low to the Events, Café, & Catering Manager
- Provide cleaning / tidying to any / all spaces: café kitchen, dry storage, walk-in refrigerator, 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, and 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)

#### **Columbia River Trading Company - 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
- When needed, keep outdoor spaces clean and well-maintained, including the walkways / paths, signage, vegetation, and all outdoor elements on the museum's grounds

#### **Proven Knowledge, Skills and Abilities:**

- Administrative and team-player skills
- Strong communication skills in person, on the phone, and in writing
- Be detail-oriented and skilled in quality control techniques
- Ability to actively listen, empathize, and deescalate internal and visitor-facing issues
- Ability to work simultaneously on multiple projects
- Ability to use CGDCM equipment

**Benefits:**

- Flexible schedule, 8 annual holidays, and the ability to work on other museum projects during slower winter months

**To Apply:**

Email a cover letter and resume in MS Word or PDF format to Laura Matzer, Executive Director, [laura@gorgediscovery.org](mailto:laura@gorgediscovery.org). Your cover letter should include information about you relevant to this position not highlighted in your resume. We request two to three professional references (name, email, phone, and your relationship to them). If you have questions please email Laura. This position is open until filled. Salary rates negotiated upon hire. A background check for all incoming employees is conducted for the safety of our visitors and staff.

Columbia Gorge Discovery Center & Museum is an equal opportunity employer that does not discriminate based on race, ethnicity, color, age, gender identity, sexual orientation, disability status, protected veteran status, religion, or any protected class or characteristic protected by law. We have a commitment to diversity, equity, and inclusion in our work and seek to create an organization that better reflects the communities we serve.