



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

May 8, 2024

DEPARTMENT: Visitor Services & Special Events
JOB TITLE: Visitor Services Associate and Special Events Support
REPORTS TO: Store Manager and Events Manager
CLASSIFICATION: Part-time
WAGE CLASSIFICATION: Hourly

POSITION SUMMARY:

Join Our Team at Columbia Gorge Discovery Center & Museum!

Are you passionate about providing exceptional customer service and being a part of a dynamic team? We're looking for a dedicated visitor services associate, who is also ready to lend a hand with special events, to join our vibrant team at Columbia Gorge Discovery Center & Museum.

Schedule: Museum hours are 9am - 5pm daily. Weekend hours required, including occasional early & after hours shifts, especially for special events.

About Us:

Columbia Gorge Discovery Center & Museum is a hub of exploration, education, and excitement nestled in the heart of the breathtaking Columbia River Gorge. We're dedicated to preserving and sharing the natural and cultural history of this remarkable region, and our team is committed to providing an enriching experience for visitors of all ages.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

1. Provide excellent customer service to guests, ensuring a welcoming and informative experience.
2. Handle payments, make change, and manage transactions with accuracy and efficiency.
3. Maintain cleanliness and tidiness of the front desk area, including dusting, vacuuming, and washing windows.
4. Restock supplies as needed and ensure merchandise displays are organized and attractive.
5. Assist with opening and closing procedures, including securing the store and preparing for the

day's activities.

6. Occasionally assist with special events, including setup, coordination, and guest assistance.

Proven Knowledge, Skills and Abilities:

- Previous experience in customer service or hospitality preferred.
- Comfortable being around and interacting with large groups of people.
- Strong communication and interpersonal skills.
- Ability to multitask and prioritize tasks in a fast-paced environment.
- Reliable and punctual, with the flexibility to work weekends and occasional early or late shifts.
- Willingness to obtain OLCC Certification and Food Handlers card.
- Able to lift at least 50 lbs. and to stand for extended periods of time.
- Passion for the mission and values of Columbia Gorge Discovery Center & Museum.

Benefits:

- Opportunity to be part of a passionate team dedicated to education and exploration.
- Gratuity opportunities when working special events.
- Sick leave.
- Free museum admissions for employee & limited number of guests.
- Discounts on museum merchandise and events.
- Stunning views of the Columbia River Gorge right outside your workplace!

To Apply: Please email a brief cover letter and resume in Word or PDF format to Cheryl Ragar, cheryl@gorgediscovery.org. Your cover letter should include any information about you that is relevant to this position and is not highlighted in your resume. 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.