



JOB TITLE: Visitor Services Assistant
JOB TYPE: Part-time; 14.5 hrs.; Sunday & Friday
SALARY: \$12.50 per hour
DEPARTMENT: Education

HOLOCAUST MEMORIAL CENTER MISSION:

Our mission is to engage, educate, and empower by remembering the Holocaust.

PRIMARY RESPONSIBILITIES:

Greet and welcome all visitors and respond to their needs in a positive way.
Provide information to the public regarding Museum content, membership, directions, facilities and other visitor information.
Perform all admissions desk duties including the point of sale system, cash handling, and answering the phone, including directing calls accordingly and take accurate messages.
Stay up to date on museum events, programs, promotions, policies and procedures in order to inform and assist visitors.
Assist with administrative tasks.
Ensure Museum Shop is open and operating during business hours.
Maintain full and neat display areas as well as re-stocking shelves.

QUALIFICATIONS/ KNOWLEDGE/ SKILLS AND ABILITIES:

High school diploma/ GED and two (2) years of experience in customer service.
Ability to work evening hours for special events.
Must be proficient in Office, Word, Outlook and Excel.
Must be able to learn quickly and adapt to the ticketing and customer relationship software.
Capable of working independently and with minimal supervision.
Ability to work under pressure.
Ability to make sound judgment.
Parts of this position require some physical labor (moving boxes, chairs, tables etc.)
Ability to work in a loud environment with distractions.

TO APPLY:

Submit letter of interest and resume to Ruth Stern at Ruth.Stern@holocaustcenter.org or via mail to Holocaust Memorial Center, c/o Ruth Stern, 28123 Orchard Lake Road, Farmington Hills, MI 48334.

No phone calls please. This position will be filled as soon as possible.