



JOB DESCRIPTION

Title : Guest Services Associate (perdiem)

Work days/hours: Varied (days, evenings and weekends)

Reports to: Administrator

Background:

The NHRA Motorsports Museum based in Pomona, California celebrates the impact of motorsports on American culture. The Museum collects, preserves, exhibits and interprets the vehicles, stories and artifacts that represent America's affection for, and the influence of, automotive speed and style in all its forms.

General Description:

Reporting to the Administrator, the Guest Services Associate is responsible for handling an array of duties in the museum retail gift shop and event trailer. Some of these tasks include, but are not limited to, interacting with customers and vendors in person and over the phone, providing information, responding to requests, resolving problems, ordering and stocking of merchandise, inventory control, maintaining banking logs, and collecting monies. Throughout all interactions the Guest Services Associate must maintain a high level of professionalism and present the organization in the best possible light.

Responsibilities include, (but are not limited to):

- Greet customers courteously.
- Ensure excellent experience to customers visiting museum and/or gift shop.
- Receive money for purchases.
- Verify and reconcile end of day sales.
- Maintain accounting and banking logs.
- Prepare and ship e-commerce and/or telephone orders.
- Maintain and manage records of merchandise inventory.
- Assists in maintaining inventory levels.
- Maintain and organize merchandise on shelves and racks in gift shop.
- Maintain the outlook of store by cleaning, arranging, folding and stocking.
- Reports to the administrator when difficulties arise or inventory low.
- Ability to assist with set-up and tear down of Museum receptions and parties.
- Capable of handling large crowds courtesy and respect.
- Assist with other duties as assigned.



Required Qualifications:

- High School graduate or GED
- Excellent communication skills
- Knowledge of general office procedures and equipment
- Proficient in English communication skills, verbal and written
- Computer experience with Microsoft and Quick Books, preferred
- Ability to follow direction under limited supervision
- Familiarity with USPS Standard mail prep a plus but not required

Physical Requirement:

- Able to lift up to 50 pounds
- Standing for periods of up to 1 hour
- Stair climbing

Other Information:

- Some overtime and flexibility in work hours may be required.
- Some travel may be required.

Employee Name (Print)

Employee Signature

Date