



## POSITION ANNOUNCEMENT

**Position Title:** Visitor Services Associate  
**Reports to:** Visitor Services Manager  
**Status:** Part-Time, Temporary, exempt  
**Schedule:** 9:30 - 5:30pm Saturday and Sunday  
**Compensation:** \$13/hour  
**Desired Start Date:** March 2010

This position is part-time with a possibility of schedule change after evaluation period in May 2010.

### ORGANIZATION:

Zeum: San Francisco's Children's Museum is a hands-on, multimedia arts and technology experience for kids. We envision a world where the 3Cs of 21st-century literacy - Creativity, Collaboration and Communication - inspire new ideas and innovative solutions. We believe that the success of the next generation will hinge not only on what they know, but also on their ability to think and act creatively as global citizens. Our mission is to nurture these 3Cs in all youth and families.

### POSITION DESCRIPTION:

The Visitor Services Associate handles all aspects of the Admissions Desk during General Admission hours.

### PRINCIPLE RESPONSIBILITIES:

- Ensure that all visitors are greeted with professionalism and enthusiasm and served with the highest level of customer service.
- Serve as Zeum receptionist, answering incoming phone calls and responding to inquiries regarding Zeum and its programs. Transfer calls to other staff persons, as appropriate. Respond to email and "walk-up" inquiries about Zeum and its programs to ensure accurate information distribution.
- Greet and check-in visitors to Zeum; receive packages and mail; process income using computerized ticketing system.
- Assist Visitor Services Coordinator with reservations, as schedule or needs permit.
- Use ticketing and database software, process reservations, track sales and report on customer demographics on a weekly basis.
- Communicate with ZM Team Leaders and On-Call Birthday Party Coordinators, regarding birthday scheduling and needs for the day.
- Supervise Zeum Master Visitor Services Assistants at admissions desk and On-call staff during events.
- Assist Facilities, Education and Exhibits in set-up and maintenance of daily operations and special events.
- Assist Visitor Services Manager and IT departments in tracking customer service issues to completion.
- Assist Membership Department by processing memberships, answering general membership questions.
- Participate in staff meetings. Carry out various administrative tasks as assigned.

### QUALIFICATIONS:

Enthusiastic communicator and self-starter with two years experience in administrative and customer service. Excellent verbal and written communication skills, attention to detail, and the highest standards of customer service for a diverse customer base including children of

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all ages and adults. Must be punctual, adhere to regularly scheduled hours, and maintain excellent attendance record. Must be able to work independently. Must be bondable. Computer proficiency, including Windows Office applications required. Interest in education, technology, and/or the arts a plus. Applicants should be creative and flexible problem-solvers, willing and able to support other departments as needed.

**COMPENSATION:**

\$13/hour. We offer a dynamic, fun, inclusive, and flexible work environment.

**APPLICATION PROCESS - PLEASE READ CLOSELY:**

Send cover letter tailored to this job description along with your resume to ONE of the three contact points below (email, fax, OR postal mail). NO PHONE CALLS PLEASE.

Email jobs(at)zeum(dot)org with a subject line beginning with this exact phrase: "**VSA-2010**". Include your **NAME** in your subject line and paste your cover letter into your email. You may attach your resume to your email in either .pdf or .doc format. *Email submissions that do not follow these instructions may not be reviewed.*

Zeum Jobs (VSA-2010)  
221 Fourth Street  
San Francisco, CA 94103

Fax: 415.820.3330

*ZEUM is an equal opportunity employer committed to diversity at all levels.*