

GUEST EXPERIENCE HOST, Part-Time

Job Summary:

To create a first impression of welcome and warmth to all of Fort Worth Museum of Science and History's Guests. Set the mood and tone for each Guest's experience at the Museum by providing encouragement to explore the Omni Theater and Exhibit Galleries and to encourage Guests to become Members. The goal of a Guest Experience Host is to welcome guests to the museum. They greet and help orient a variety of different guests. A host's responsibilities include ensuring our guests have accurate information and direction when starting their day with us. This host is cross-trained to work in multiple frontline guest service areas including museum operated parking areas and admission service desk into museum exhibits and the Omni IMAX theater.

Basic Function and Responsibilities including but not limited to:

- Help Guests optimize their visit by explaining program details and selling admission tickets.
- Perform the daily check-in of all reserved groups, including disbursing tickets, exhibit passes, and maps
- Assist Guest Services in providing change and various reimbursements to Guests as needed
- Be fiscally accurate by balancing your cash drawer and verifying Memberships sold at the end of each shift
- Proactively communicating with guests who need assistance, including guests who are lost, ill, or injured
- Provide information to guests regarding parking, programs, directions, pricing, hours, food service options, membership, film and exhibit information
- Be able to communicate with our guests about daily activities and special events.
- Manage flow of traffic into and out of museum operated parking areas
- Direct incoming guests to available parking spaces.
- Collect parking fees and distribute change in a fast paced environment
- Manage and reconcile a cash drawer including all payment type receipts in a fast paced environment
- Distribute and reconcile parking passes and tickets to daily museum guests and members
- Effectively manage and inventory parking vouchers and validation information
- Assist in any emergency situations, Medical situations, and Technical situations
- Make sure all front line areas meet show quality standards including exterior spaces such as green spaces and parking areas
- Greet and organize our field trip groups

- Be familiar with pricing information for the museum
- Be familiar with information regarding all museum amenities

Qualifications:

- Must be 16 years of age and older
- Must treat guests in a friendly, professional and inviting manner
- Proactively seek out information about the Museum
- Be able to exercise active listening skills and positive body language through smiling, sustaining eye contact and keeping good posture.
- Must be able to effectively and politely interact with all Museum guests in a busy, fast paced environment
- Ability to work a flexible schedule including weekends and holidays
- Multi-tasking quickly and efficiently
- Be able to climb stairs
- Be able to lift a minimum of 25 pounds
- Be able to stand and/or walk for prolonged periods of time
- Be able to work in an indoor/outdoor setting for a prolonged period of time

[APPLY HERE FOR THIS POSITION](#)

THANK YOU FOR YOUR INTEREST IN THE FORT WORTH MUSEUM OF SCIENCE AND HISTORY!