

HOST/HOSTESS

GENERAL DESCRIPTION: Performs basic clerical work in the area of answering phones, recording messages, operating cash register, and providing a wide array of customer service functions. Employees in this class have frequent contact with the public. Work tasks are typically specific in nature with guidelines in place for most aspects of the job. Employees in this class are under the direct supervision of the Visitor Center Manager and the general supervision of the Director of Tourism and Marketing.

ESSENTIAL FUNCTIONS OF THE JOB:

- Responsible for opening and closing of the multi-purpose building including the office area, gift shop, museum and rental areas in accordance to opening/closing procedures;
- Greets visitors to the center providing information concerning the town and the general area and directing visitors through the center and museum;
- Answers telephone and forwards messages to administrative staff;
- Stocks and sells items in the center gift shop;
- Promotes admissions to the museum and/or group tour programs;
- Maintains supply of brochures in the lobby and storage areas;
- Performs basic janitorial services, especially during periods of heavy use;
- Assists in the set up and break down of activities held at the center by lifting tables and chairs, climbing stairs to open and close the facility and assist renters;
- Assists with basic clerical work as needed and any other work deemed necessary by administrative staff at the discretion of the Visitors Center Manager;
- Responsible for the multi-purpose building during activities and at any time when the Visitors Center Manager is not present;
- Prepares daily revenue deposits and posts on monthly reports;
- Helps Visitor Center Manager with any clerical, data input, or other projects as needed;
- Performs related tasks as required.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES: Ability to work flexible hours including evenings and weekends; excellent public relations skills; ability to follow oral and written instructions and a willingness to accept supervision; basic office skills; physical ability to set up chairs, tables, etc.; ability to learn operation of audio visual equipment, lights, etc. Working knowledge of computers and commonly used software programs; such as: Word and Excel; as well as the general Windows operation software.

ACCEPTABLE EXPERIENCE AND TRAINING: Must possess a high school diploma or GED; a minimum of 5 years of customer service related experience preferred, or any equivalent combination of work experience and education.

OTHER REQUISITES: From time to time the incumbent may be assigned special duties by a superior or, on a temporary basis, may be asked to assist other employees occupying a different position. Employees in this class may be required to work overtime, weekends, holidays, and may be in an on-call status from time to time. This job description should not be construed as an all-inclusive statement of every task required of this position, but as a fair representation of the great majority of the work. Every effort will be made in advance to inform the incumbent of the temporary additional assignment, which under no circumstances are intended to constitute a demotion.

ADA REQUIREMENTS:

Physical Requirements: Task involves some physical effort, i.e. some standing and walking, or frequent light lifting (5-10 lb.); and occasional lifting or carrying moderately heavy (20-50 lbs.) items; and minimal dexterity in the use of fingers, limbs, or body in the operation of shop or office equipment. Task may involve extended periods of time at a keyboard.

Environmental Requirements: Task is regularly performed without exposure to adverse environmental conditions (e.g., dirt, cold, rain, fumes).

Sensory Requirements: Task requires sound perception and discrimination. Task requires visual perception and discrimination. Task requires oral communications ability.

Reasonable Accommodation(s): Reasonable accommodation(s) if needed will be provided for the employee to perform the required job with adequate strength, dexterity, coordination and visual acuity and in a manner that does not pose a direct threat to the health or safety of the employee or others in the workplace.

Classification: 1
Non-Exempt (Part-Time)
August 12, 2010