

THE MOUNT

EDITH WHARTON'S HOME

Visitor Services Admissions Associate – Seasonal, part-time

Supervisor: Admissions Supervisor, Director of Visitor Services

Overview:

Admissions Associate offers friendly and professional customer service to guests at the ticket booth, handles day- to-day transactions and reporting of visitor services operations. This person will cover the Admissions Supervisor's days off, or other planned absences. As the first point of contact on the property, the Admissions Associate must provide excellent customer service in distributing tickets and event information for The Mount.

Admissions Associate Responsibilities:

- Welcome the public, sell tickets, orient visitors to various locations on property, and explain tour schedules and parking availability.
- Greet group tours as they arrive and process payment when appropriate.
- Open and close the stables as necessary including checking the rest rooms and signage for any problems.
- Provide callers with current event information.
- Collect and record zip code data from visitors.
- Stock ticket booth with necessary equipment and supplies; inventory basic items and advise supervisor when time to re-order.
- Monitor visitors for security and safety purposes and responding calmly and professionally to emergencies when they arise.
- Process cash and credit card transactions.
- Maintain cash bank and float with sufficient change.
- Tracking and reporting of daily ticket sales and other outlets, such as the bookstore, café, and programs.
- Assist with special programs or events as requested and fill in at the mansion and bookstore as appropriate.
- Participate in tour guide training and other opportunities in order to expand knowledge of the site and strengthen interpretive skills.
- Keep supervisors informed of operational or customer service issues.
- Assist other staff with ticket booth questions or procedures.
- Attend meetings as needed.
- Perform other duties as assigned.

Necessary Knowledge, Skills and Abilities:

- Working knowledge of Microsoft Word and Excel.
- Knowledge of data import/export between software applications.
- Ability to work with a point of sale (POS) system.
- A positive work attitude.
- Ability to work well with a team.
- Flexible with the ability to multi-task in a highly demanding and sometimes stressful environment.
- Ability to work in an isolated environment.

- Enjoys working with people of a range of ages and backgrounds.
- Able to receive constructive feedback in any given situation.
- Regular and timely attendance
- Attention to detail

Education:

- High School Diploma (or GED or High School Equivalence Certificate) preferred.

Special Requirements:

- Must be available to work any day of the week including holidays.
- We prefer candidates to be proficient in Spanish, but it is not a requirement.

Physical Demands:

The employee is regularly required to sit and stand; push and pull with force. The employee is occasionally required to climb and stoop; reach with hands and arms; use hand to finger objects and controls. The employee must occasionally lift and/or move up to 30 pounds. Specific vision abilities required by this job include close vision, distance vision and peripheral vision; reading of written, printed, or computer screen data.

Employee Signature

Date

Printed Name