

Tucson Jewish Museum & Holocaust Center

Guest Relations Representative

Tucson Jewish Museum & Holocaust Center's Guest Relations Representative is responsible for providing outstanding customer service to all TJMHC visitors, monitoring the facility's appearance, and supporting other departments at TJMHC.

TJMHC's Guest Relations Representative will work closely with the Programming & Education Director as well as the Executive Director and as a member of the forward-facing customer service team will have the opportunity to meet and interact with a variety of outside visitors, docents, volunteers and community partners.

Principal Duties and Responsibilities

- Performs opening and closing operations of TJMHC's Buildings and Galleries;
- Greets the public, briefly orienting visitors to TJMHC outlining all relevant programs, events, and services (restrooms, water fountains, etc);
- Explains fee/donations and accepts and processes those from visitors either as a cash donation or via payment system (Zettle);
- Learns content and is able to effectively offer tours to TJMHC visitors;
- Works with docent(s) on duty to coordinate and provide tours for all visitors;
- Assists with gift shop operations including assisting visitors and completing transactions;
- Responds to emergent and non-emergent facility issues by monitoring the status of the facilities and taking appropriate action to medicate these issues;
- Reports all emergency situations to appropriate personnel;
- Assists with clerical and programmatic duties, which may be performed at the front desk;
- Supports events and programs hosted by TJMHC with set-up/tear-down, guest check-in/service, and other applicable duties;
- Performs other duties as assigned.

Qualifications

- To be successful, individual must be able to perform each job duty skillfully;
- Possess excellent customer service and relations skills;
- Needs strong verbal and written communication skills;
- Be a team player;
- Have basic computer and point of sale experience;
- Exhibit solid organizational and problem-solving skills;
- Will need to be able to stand for long periods of time and lift/carry weights up to 25 lbs.

Scheduling

- TJMHC's Guest Relations Representatives must be available to work between 10-25 hours per week.
- Must be willing to work some weekends (appropriate religious accommodations will be made).
- Normal hours are TJMHC's open hours Wednesday-Sunday from 1:00 pm to 5:00 pm as well as occasional after-hours events and functions.

Position Information

- Non-exempt/Part-time
- Hourly starting rate is \$18.00

Please submit your inquiry or any questions to programs@tjmhc.org.

All resumes, referrals, and inquiries will be strictly confidential.

Equal Employment Opportunity Policy

TJMHC provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state, or local laws. BIJOCSM, disabled, queer/trans Jews, converts, Non-Jews, and unaffiliated are all encouraged to apply. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation, and training.