



## **Visitor Services Representative – CIS**

Founded by Detroit philanthropists George and Ellen Booth in 1904, the Cranbrook Educational Community is one of the world's leading centers of education, science, and art. Comprised of a graduate Academy of Art, contemporary Art Museum, House and Gardens, Institute of Science, and more than 1,600 students attending our Pre-K through 12 independent college preparatory Schools, Cranbrook welcomes thousands of visitors and students to its campus each year. Critics have called Cranbrook "the most enchanted and enchanting setting in America" and in 1989, it was designated a National Historic Landmark. The campus is located in Bloomfield Hills, Michigan, about 20 miles north of Detroit. For more, please visit our website: [www.cranbrook.edu](http://www.cranbrook.edu).

The **Visitor Services Representative** will provide varied and enthusiastic visitor services to all museum guests, thus promoting a positive experience. Extend willing support and assistance to colleagues at Cranbrook Institute of Science and the Cranbrook Educational Community at large. Adhere to the rules set forth in the Cranbrook Employee Handbook

### **Responsibilities include, but are not limited to:**

- Deliver and maintain a friendly, cheerful, and professional demeanor to all museum visitors, staff, and volunteers.
- Participate in training and follow emergency and security procedures and implement when necessary.
- Follow professional attire protocols as set forth by museum dress code.
- Collect admission and program fees and impart accurate general information about schedules and pertinent museum locations.
- Answer visitor questions about Institute exhibits and the "Cranbrook Story" in order to create a positive visitor experience.
- Stay up-to-date with Point of Sales (POS) procedures as determined by VS Supervisors and Guest Experience Supervisor.
- Provide check-in assistance for school groups in either or both Main (visitor) and West (school group) Entrances while maintaining a calm and welcoming manner, and continue to provide help throughout their visit to ensure a positive guest experience.
- Explain membership benefits and promote the sales of memberships to incoming guests to the Institute. Meet quotas set forth by the Guest Experience Supervisor and the Deputy Director.
- Answer phones promptly and provide accurate information. This includes disseminating accurate information about upcoming Institute events, schedules and fees and imparting Cranbrook Educational Community campus-wide information and directions.
- Provide check-in assistance to maintenance workers, delivery persons and visitors to administrative offices.
- Follow appropriate opening and closing procedures as assigned.
- Perform general office tasks such as making copies, supply inventories and sending emails.
- Keep lobby and storage areas clean and orderly.
- Attend meetings and training sessions for personal and professional development.
- Assist other departments with special projects and perform other duties as required.
- Assist Event Coordinators with event logistics, facilitation and guest assistance as required.

- Maintain attendance, punctuality, and performance standards set forth in Cranbrook's employee handbook.

**Requirements:**

- High School Diploma or GED required.
- Prior customer service experience a plus.
- Ability to work with the public, school personnel, students, volunteers and co-workers with ease and enthusiasm.
- Must be able to count and handle cash accurately.
- Willingness to work flexible, but scheduled, part-time hours including weekends, holidays and overnight.
- Computer experience required; specialized software training is provided.
- Must be able to demonstrate Point of Sale (POS) system proficiency through regularly scheduled assessments by Supervisors and/or Guest Experience Supervisor.

**Multiple shifts are available. All are part time, and range from 32 hours per week to fewer than 20 hours per week. Some positions may be eligible for certain benefits.**

Cranbrook offers competitive compensation a unique environment that values collaboration.

For consideration, please submit a resume and completed Employee Application to: Cranbrook – HR, P.O. Box 801, Bloomfield Hills, MI 48303-0801, or fax (248) 645-3014. Applications and HR email address for submissions can be found on the Employment page of our website at [www.cranbrook.edu/employment](http://www.cranbrook.edu/employment)

**(Please note that a fully completed employment application is required for consideration)**