

**Position:** Customer Service Representative, Visitor Services Dept.

**Employment Status:** Part Time, Hourly, Non-Exempt, \$12 per hour

**Job Summary:**

If you enjoy interacting with the public, helping individuals and would like to work with a team of exciting coworkers, the Customer Service Representative position could be your perfect fit.

The Customer Service Representative position is a dynamic role that is best suited for individuals with an interest in education, science and history and who are enthusiastic, friendly, reliable and able to work a flexible schedule, including nights, weekends and holidays.

Dispersed throughout the museum, our Customer Service Representatives greet and help guests navigate the museum. You will have the opportunity to work in multiple different venues, including our Giant Screen Theater, Planetarium, Butterfly Center, special exhibitions and Museum Services information desk, while also learning about the interesting artifacts and specimens on display.

As a Customer Service Representative, you will be responsible for assisting guests and setting the tone for an enjoyable museum visit.

**Essential Duties and Responsibilities:**

- Present a welcoming, safe and fun environment for museum guests through outstanding service and guest assistance
- Explain museum ticketing, venues and guest services to visitors
- Understand and communicate the difference in museum membership levels and benefits to guests
- Exhibit Halls – greet guests, scan and verify tickets, and provide exhibit-specific information to guests entering special exhibitions and permanent exhibit halls
- Giant Screen Theater and Planetarium – greet guests, scan and verify tickets, orient visitors and perform usher duties in theaters
- Butterfly Center Rainforest – patrol designated space, enforce museum safety policies and answer questions from guests
- Museum Services Information Desk – assist guests and staff who walk up to counter, facilitate accessibility requests, answer museum phone line, make announcements on museum-wide PA system, other duties as needed
- Point-of-Sales Tickets – sell ticket upgrades and add-ons at various locations throughout museum (not at Box Office) via cash and credit card transactions
- Arrive to work on time
- Other duties as assigned
- Comply with the museum's health and safety protocols

**Skills and Experience:**

- Bilingual a plus (Spanish/English)
- Strong interpersonal and communication skills in order to speak to visitors and colleagues
- Able to adjust to changing workflow from slow to a fast pace working environment
- Alert and able to respond quickly in an emergency
- Interest in science and history

- Excellent customer service skills
- Relevant volunteer or work experience is preferred
- Proven track record of reliable punctuality and attendance

**Qualifications:**

- At least 16 years of age

**Working Conditions and Physical Demands:**

- Available to work 2-3 days a week, including Tuesday evening, Saturday and/or Sunday
- Available to occasionally work special event evening shifts
- Able to be in both stationary and circulating positions throughout a shift for long periods of time
- Although not required in all work stations, a limited number of shifts require staff to stand throughout the day. Shifts in the Giant Screen Theater and Planetarium require the ability to ascend and descend stairs
- Moderate physical activity required to move racks of 3D glasses, laptops, scanner, ticket stock, ticket printers
- Able to operate a desktop computer, mobile computer, scanner or other technical equipment

**Perks of Working at HMNS Include:**

- Free individual-level HMNS Membership
- Free admission to museum exhibits, Butterfly Center, Planetarium, Giant Screen Theater and satellite facilities
- Discounted programming including museum summer camp
- Free staff parking
- Flexible scheduling
- Predominately daytime hours (some evenings may be required)

**Application Instructions:**

Submit completed application form and optional resume in one of the following ways:

- Online - [www.hmns.org/jobform](http://www.hmns.org/jobform)
- Hard Copy - Print [www.hmns.org/jobformprint](http://www.hmns.org/jobformprint), complete and mail to: HMNS, c/o HR, 5555 Hermann Park Drive, Houston, Texas 77030; or drop off in person at the Museum Service desk

Aplicaciones en español también disponibles. Envíe el formulario de solicitud completo y el currículum optional de una de las siguientes maneras:

- En línea - [www.hmns.org/jobformESP](http://www.hmns.org/jobformESP)
- Copia impresa - Imprimir [www.hmns.org/jobformESPprint](http://www.hmns.org/jobformESPprint), completar y enviar por correo a: HMNS, c/o HR, 5555 Hermann Park Drive, Houston, Texas 77030; o dejar en persona en el mostrador de Servicio del Museo

No phone calls, please.

HMNS does not respond to inquiries regarding application status.

**The Houston Museum of Natural Science is an EEO Employer.**

1/6/2025