



## **Desk attendant**

The History Center of Olmsted County (HCOC) is seeking an enthusiastic, energetic individual to join our team as a desk attendant at Mayowood Historic Home. The desk attendant is the frontline staff of Mayowood and provides exemplary customer service to all visitors by welcoming them to the home, selling tickets, providing information, and monitoring visitors. This is a part-time, seasonal (April-December), hourly (\$14.53), non-exempt position which averages two to four days a week. This position is a great opportunity for individuals who enjoy working with the public, are service orientated, friendly, have effective communication skills, and are dedicated to providing the best visitor experience for our guests.

### **Specific duties include:**

#### **Customer Service**

- Provide welcoming, friendly, and prompt customer service to Mayowood visitors, including greeting and wayfinding, queuing and line management for individuals and groups, and selling admission tickets.
- Answer guest questions about Mayowood and help resolve concerns.
- Group daily tours to ensure easy flow of visitors through Mayowood.
- Maintain clean, safe and inviting restrooms on weekends as needed.
- Provide assistance with questions related to the Rochester area; know the answers to frequently asked questions.
- Provide special accommodations (strollers and wheelchairs).

#### **Sales**

- Open, close, and reconcile daily till.
- Responsible for sales reporting system.
- Complete daily opening and closing procedures as outlined by Site Manager.
- Perform simple mathematical calculations.
- Operate computer (including web browsers), calculator, and point of sales system.
- Organize and orchestrate multiple activities simultaneously.
- Troubleshoot customer service and technological issues; assessing when to escalate to management.
- Responsible for retail operations of Mayowood by arranging and restocking merchandise on shelves.
- Responsible for rack cards, booklets, and related visitor information at front desk.

#### **General**

- Follow and enforce all Mayowood policies.

- Collaborate with other tour guides to create a seamless visitor experience and contribute to the overall success of Mayowood Historic Home.
- Actively participate in training and staff meetings to expand knowledge of Mayowood.
- Other duties as assigned.

### **Required Qualifications**

- High school diploma or equivalent.
- Excellent customer service experience and skills.
- Strong oral communication skills.
- Excellent computer/digital skills.
- Proficiency in cash handling preferred.
- Ability to work as a team to accomplish varied responsibilities.
- Must be able to work a varied schedule of days during the week and weekends.

### **Desired Competencies**

- Experience working in the customer service industry; museum/cultural environment preferred.
- Knowledge of Olmsted County history and Mayo history.

### **Desired Characteristics**

- Ability to be flexible and willing to modify plans when necessary, throughout the day.
- Growth mindset and adaptability.