



Visitor Experiences
Paid Internship

Program Description:

AMOS' Visitor Services Team is the face of our museum and the first and last interaction that a visitor experiences. Our team members welcome and provide information to visitors through communicating our mission, sparking interest in our exhibits, and facilitating science learning experiences.

Position Summary:

The Visitor Experiences intern will be a versatile team player who wants exposure to front-of-house museum services such as admissions, retail, exhibits education and maintenance, and marketing. Duties will include sales and cashier duties, merchandising, daily exhibits maintenance, assisting visitors with scavenger hunts and sharing information about exhibits, minimal cleaning/re-stocking duties, marketing (mainly in the form of a sandwich sign), and greeting visitors as they approach admissions or wait in line. Position will be working alongside, and under the supervision of, AMOS staff. Reports to Operations Manager.

Duties Include:

- Operate the Museum's front desk and provide positive customer service experiences to museum guests of all ages
- Offer concierge-like service for guests interested in other Downtown Asheville and local area attractions and venues
- Create meaningful connections and fulfilling experiences for guests in a cheerful, receptive manner at all times
- Process admissions, program fees, membership fees, and various payments through a Point of Sale System; cash, debit, and credit cards.
- Answer museum's main phone line and provide information or direct/refer caller appropriately
- Capture accurate survey information during transactions

Internship Learning Goals:

- Gain exposure to a non-profit science museum's front-of-house operations
- Learn and become proficient with Altru, a cloud-based software system used for many museum functions, including our point of sales system. Altru is the leading software in non-profit museum/science center/zoo operations.
- Develop cashier (including cash handling) and customer service skill sets
- Gain experience in retail (merchandising, sales,...)

Basic Qualifications:

- Excellent communication skills and desire to communicate with visitors in a professional manner
- Basic computer literacy
- Passion for science and hands-on learning
- Must be able to pass a background check
- Must be able to work well with others on a team
- Ability to stand for long periods of time

- Ability to walk around the museum, as needed
- Ability to quickly respond to needs in the museum
- Ability to be accurate using Point of Sales System, after, and with, appropriate training

Duration: Summer 2018. A minimum of 100 hours will be required. Schedule will include weekends (Museum open hours), with potential opportunities for additional days of the week, based on need and availability.

Location: Asheville Museum of Science (43 Patton Avenue)

The Asheville Museum of Science welcomes enthusiastic individuals of all backgrounds. No aspect of our hiring process is influenced by race, religion, national origin, sex, disability, age, GINA, or any other basis prohibited by federal and state law. AMOS is an equal opportunity employer.

If interested in applying, please email a cover letter and resume with subject line “Visitor Experiences Internship” to Kim Clark, AMOS Operations Manager at kclark@ashevillescience.org.