# JOB OPENING

## CITY OF FARMINGTON

**JOB POSITION #154: HOSPITALITY STAFF - MUSEUM**

**NUMBER OF VACANCIES:** 1 **DEPARTMENT:** Parks, Recreation, and Cultural Affairs
**WORK LOCATION:** Museum Center **HIRING RANGE:** $10.00/hourly
**PAY GRADE:** Temporary
**DAYS WORKED:** Varied **HOURS WORKED:** Varied
**TYPE OF POSITION:** Temporary, Part-Time
**APPLICATIONS WILL BE RECEIVED UNTIL:** Until Filled

## JOB DUTIES

***Resumes submitted without a City of Farmington application will not be considered in our job selection process.***

ESSENTIAL DUTIES:

Performs a variety of duties in relation to the visitor/community information and museum store areas at Gateway.

Works under the supervision of the Museum Director and the Hospitality Staff Supervisor and assists both CVB and Museum staff with Gateway visitor functions.

Using excellent customer service skills, establishes and maintains effective working relationships with other employees, officials, and all members of the general public.

Assists visitors by answering questions and handling requests for information and assistance in a friendly and accurate manner; ensures visitors receive correct and complete answers to their questions or are referred to another appropriate resource.

Acts as initial contact with all visitors requiring a friendly and courteous manner. Acts appropriately to satisfy customer complaints and/or directs those complaints to the appropriate personnel.

Performs a variety of duties in museum store.

Prepares weekly events listing for greater Four Corners area utilizing newspapers, prepared calendars, bulletin boards, periodicals and other resources.

Restocks brochures as needed in Visitor Kiosk and is responsible for general appearance and cleanliness of visitor/atrium area.

Responsible for store sales and sales assistance to visitors, must be able to count change in the performance of these duties.

Assists with the merchandise stocking and the general appearance of the store.

Assists with volunteer training and supervision.

Assists public with video viewing in the media alcove area.

Assists museum staff with various gallery operations related to visitor services.

Data entry as job requires.

Assists visitors with park reservation system, working with parks reservation system operator.

Attendance at work is an essential function of this position.

NON-ESSENTIAL DUTIES:

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

## QUALIFICATIONS

This position is subject to the City's Drug and Alcohol Free Workplace Program. This includes: pre-employment testing, post-accident testing, reasonable suspicion testing, return-to-duty testing, and follow-up testing.

General computer knowledge.

Ability to be enthusiastic and helpful.

Extensive background checks required.

A basic knowledge of Farmington and the surrounding area.

Ability to work well with the public of all ages, volunteers, staff, school groups, tour groups and others.

Ability to make change and count money accurately

Ability to communicate orally and in writing and ability to understand and follow written and oral instructions and give simple directions and instructions.

Ability to listen and understand questions or potential problems.

Ability to lift, push, pull 50 pounds with assistance for the purpose of stocking and cleaning.

Must be able to work a varied shift schedule.

Ability to meet deadlines.

Ability to operate tools and equipment listed.

This position has the responsibility to participate in and comply with the City's Environmental, Health, and Safety program.

TOOLS AND EQUIPMENT USED:

Cash register, credit card machine, phone, calculator, and personal computer including applicable software.

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to reach with hands and arms. The employee frequently is required to stand; walk; and use hands to finger, handle, feel or operate objects, tools, or controls and talk or hear. The employee is occasionally required to sit; climb or balance; stoop, kneel, crouch, or crawl.

The employee may frequently lift and/or move up to 50 pounds with assistance. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Work is performed inside/outside in all types of weather conditions.

While performing the duties of this job, the employee occasionally works near moving mechanical parts and in outside weather conditions. The employee is occasionally exposed to wet and/or humid conditions and lightning.

The noise level in the work environment is moderate.