



# Visitor Services Assistant Job Description

Direct Supervisor: Director of Visitor Experience

The Visitor Services Assistant is responsible for helping to make the visitor experience a good one by greeting and dispensing information at our checkpoint and by selling Castle in the Clouds merchandise, admission tickets, and memberships. Working individually or with a team member, employees must maintain professionalism and courtesy to all guests who visit the property. A general knowledge of the estate as well as schedule of events will be necessary to help answer questions and sell tickets on a daily basis. The Visitor Services Assistant reports to the Director of Visitor Experience.

**Essential Duties and Responsibilities** include by are not limited to:

- Greet all guests in a professional and friendly manner
- Demonstrate excellent customer service and sales skills
- Provide visitors with general information about Castle in the Clouds and surrounding area, including programs and events, daily operations, and general area directions
- Help create a positive experience for all visitors
- Process retail sales using point of sale system
- Complete cash and credit card sales
- Have a general knowledge of merchandise and prices
- Take inventory as needed; alert the Director of Visitor Experience when stock is running low
- Open and close Gift Shop and Ticket Office/Front Gate as needed
- Organize and clean the Gift Shop on a daily basis
- Make sure all merchandise is presentable and well stocked
- Balance cash and credit cards sales with shift supervisor following each shift
- Additional duties as assigned by Director of Visitor Experience

**Qualifications:** To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individual with disabilities or difficulty to perform the essential functions.

#### **Education/Experience**

- High school diploma or 1 to 3 months related experience is preferred but not required
- Experience handling credit card and cash transactions preferred

#### **Skills/Abilities**

- Good communication skills, both oral and written
- Good customer service skills and sense of public relations
- Ability to count money and make change accurately
- Ability to listen and follow instructions
- Ability to solve problems quickly and independently
- Ability to work well in a fast paced environment

#### **Other Qualifications:**

- Must be able to stand for extended periods of time

**Employment Type:** Part time, Seasonal      **Starting Pay Range:** \$9 to 11 an hour

Interested applications should send a resume with references to:

Castle in the Clouds Attn: Director of Visitor Experience, PO Box 687 Moultonborough, NH 03253 or email to [director@castleintheclouds.org](mailto:director@castleintheclouds.org)