



Visitor Services Assistant Job Description

Direct Supervisor: Deputy Director

The Visitor Services Assistant is responsible for helping to make the visitor experience exceptional. This job includes greeting and dispensing information, 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 answer questions and sell tickets on a daily basis.

Essential Duties and Responsibilities include but 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 (including cash & credit card) using point of sale system
- Have a general knowledge of merchandise and prices
- Take inventory as needed; alert the Deputy Director 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 at the end of each shift
- Additional duties as assigned by Executive Director, Deputy Director, or Manager on Duty.

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

- Strong oral and written communication skills
- Strong customer service skills and sense of public relations
- Ability to listen & learn, and then execute instructions
- Ability to problem-solve quickly and on the go
- Ability to work well independently or with team members in a fast paced environment

Other Qualifications:

- Must be able to stand for extended periods of time

Employment Type: Part time, Seasonal

Interested applications should send a resume with references to:

Castle in the Clouds Attn: Deputy Director, PO Box 687 Moultonborough, NH 03253 or email to deputydirector@castleinthecLOUDS.org