



Visitor Services Job Description

Direct Supervisor: Visitor Services Manager

Category: Part Time

FLSA Status: Non-exempt

Pay Type: Hourly

Pay Range: \$18.00/hour

Schedule: Varied, operating hours are 9:00-5:00pm, seven days/week

Our Visitor Services Team is responsible for helping to make the visitor experience exceptional. This job includes greeting guests and distributing information, selling 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 being aware of our schedule of events will be necessary to answer questions and sell tickets on a daily basis.

Qualifications: To perform this job successfully, an individual must be able to perform each essential duty (listed below). Must be able to stand for extended periods of time. Some computer skills necessary to operate Point of Sale. Reasonable accommodations may be made to enable individual with disabilities or difficulty to perform the essential functions.

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 (cash & credit card) using point of sale system
- Take inventory as needed; alert the Visitor Services Manager when stock is running low
- Open and close Gift Shop and Ticket Office
- Organize and clean the Gift Shop on a daily basis
- Ensure that all merchandise is presentable, ticketed and well stocked
- Balance cash and credit cards sales with shift supervisor at the end of each shift
- Additional duties as assigned by management

Education/Experience

- High school diploma -or- 3 months related experience is preferred
- Experience handling credit card and cash transactions is preferred

Skills/Abilities

- Strong oral 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

Employment Type: Part time, Seasonal

Interested applications should send a resume with references to:

Castle in the Clouds Attn: Visitor Services Manager, PO Box 687 Moultonborough, NH 03253 or email to visitorservices@castleinthecLOUDS.org