



SACRAMENTO HISTORY ALLIANCE

Connecting People Through History

Guest Services/Information Specialist

A non-exempt position under the Fair Labor Standards Act,
not eligible for benefits and entitled to overtime pay.

The Guest Services/Information Specialist (GS/IS) will provide accurate and appropriate information about the city of Sacramento, the region, and the Old Sacramento Historic District. The GS/IS will greet all visitors, accurately process tour ticket sales and retail sales, and collect visitor data.

This position reports to the Facilities/Guest Services Manager. Yearly evaluations will be performed by the Facilities/Guest Services Manager and the Chief Operations Officer.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

The Guest Services/Information Specialist is responsible for, but not limited to the following duties:

- Greet visitors in a welcoming, customer service oriented manner
- Assist visitors by answering questions and handling requests for information and assistance in a friendly and accurate manner
- See that visitors receive an answer to their questions or a resource to help them find what they need
- Stay current on events and activities in the area and communicate information to co-workers. Be familiar with area attractions, sites and history
- Handle cash and credit cards, make change and keep records of transactions
- Process retail sales and ticket sales and create reports
- Conduct inventory when assigned
- Collect visitor data and create reports
- Answer multi-line telephone system in a professional manner
- Transfer calls and take messages as required
- Maintain the reception area and the exhibit area in a neat, clean and welcoming condition
- Arrange merchandise to create inviting displays
- Operate standard office equipment:
 1. Copy machine
 2. Postage meter and scale
 3. Fax machine
 4. Computer
 5. Point of Sale register system
 6. Credit card machine
- Lock and unlock building using keys and security code

- Assist with special events and evening activities as needed
- Dress in a professional manner to appropriately represent the Sacramento History Alliance (SHA). (No T-shirts, shorts, clothing with logos and artwork unrelated to the SHA. No make-up, hair-dos, piercings or jewelry that may make the public feel intimidated or unwelcome.)
- Represent the overall mission, goals, and programs of the Sacramento History Alliance in public and professional situations.
- Liaise with Sacramento History Museum staff and cross-train as appropriate
- Perform other duties as assigned

ABILITY TO:

The Guest Services/Information Specialist must have the ability to:

- Provide excellent customer service to all visitors
- Communicate knowledge of the city, region and the State of California
- Acquire new knowledge
- Work cooperatively with others
- Draw, diagram, write or map simple directions
- Listen and to understand questions, problems and situations
- Operate a computer, Point of Sale and ticketing system
- Manually count back change
- Establish and maintain effective working relationships with staff and volunteers
- Work evenings and weekends
- Take state and federal background check and provide references
- Ability to use the following skills:
 1. Oral communication in the English language
 2. Written communication in the English language
 3. Telephone etiquette
 4. Diplomacy
 5. Organization

DESIRED QUALIFICATIONS:

- Exceptional customer service skills
- Strong communication skills
- Strong organizational abilities with projects and people
- Safety and basic security practices and standards
- Flexibility and willingness to learn

DESIRED EXPERIENCE & EDUCATION:

Education: High school diploma or equivalent.

Experience: One year as a receptionist or one year as a cashier.

I have read and discussed the job description with the supervisor and understand the job duties described in this document.

Signature

Date