

Fort Worth Museum of Science and History

Job Description: Concessions Service Associate

Reports To: Concessions Services Manager

Part –Time, Non- Exempt Position

Primary Functions and Responsibilities:

The concessions services associate is responsible for the sale of concession items. Cash handling and sales experience necessary. Our goal is to offer all museum visitors excellent customer service.

Hourly wage rate: \$9 to \$10 depending on experience.

Part Time Museum Staff receive Omni Theater and Exhibit passes for family and friends

Opportunities for advancement

Basic Requirements:

- Must be 18 years of age or older
- Must utilize excellent guest service skills to enhance the museum experience and meet the needs of museum guests with a positive attitude
- Must be able to multi-task and be self-motivated
- Must be able to communicate clearly and congenially with patrons about museum services, products, and programs
- Possesses accurate cash handling abilities and knowledge of daily sales reporting
- Adherence to a uniform policy and grooming standards. Must present a neat, professional appearance. Uniform provided.
- Qualified candidate will be a mature, responsible, dependable individual who enjoys working in a fast paced environment
- Must satisfactorily fulfill all departmental training requirements
- Must obtain food handler's license (Museum pays fees)
- Background check and drug screening required.

Essential Functions:

- Ability to provide excellent guest service while working in a very fast-paced environment
- Proper cash counting and making change
- Be able to answer customers questions concerning product selection, prepare customers selections, and process transaction of purchase
- Responsible for balancing cash drawer
- Preparing menu items, including operation of popcorn machine
- Stock and restock items as necessary
- Proper set-up and break down of workstation
- Maintain cleanliness and appearance of facilities in accordance with local licensing regulations and Museum guidelines.
- Follow all designated open and closing procedures to ensure areas are secure, energy efficient, and sanitary

Working Conditions and Physical Demands:

- Must be able to lift up to 30 lbs.
- Standing, stooping, and bending for long periods of time
- Must be willing to work a flexible schedule that includes nights, weekends, holidays and special events