

**Job Title: Guest Services Assistant Manager (Part Time)**

**Reports To: Ursula Jones, Guest Services Senior Program Manager**

**Job Status: Part time, non-exempt**

**Work Schedule: 20 to 25 hours a week, including routine daytime work on Saturdays, Sundays and some holidays.**

The John P. McGovern Museum of Health & Medical Science, also known as The Health Museum, is Houston's most interactive science learning center and a member institution of the world-renowned Texas Medical Center. Located in The Museum District, The Health Museum empowers healthier living by fostering wonder and curiosity about health, medical science and the human body. The Museum treasures Houston's diverse population and welcomes individuals of all backgrounds.

**JOB DESCRIPTION SUMMARY:**

The Guest Services Assistant Manager (Part Time) is responsible for facilitating online and onsite ticket and retail store sales. Candidates are expected to provide quality customer service to our visitors and provide the Guest Service Associates direction and guidance at the points of sale. A key requirement is the ability to properly close the tills and account for the sales at the end of the day.

The candidate chosen for this position will have the opportunity to develop and grow the Amazing Body Store's ecommerce program. Responsibilities will include updating the ecommerce platform, assisting customers with their orders or online issues with clear and timely communications, and providing monthly sales reports to the Guest Services Senior Program Manager.

**RESONSIBILITIES**

- Provide prompt, courteous, friendly, and positive customer service to all guests.
- Knowledgeable about all current exhibits and events including special/seasonal films and/or events along with new merchandise in the store.
- Work with Guest Services Associates to actively promote museum membership sales to appropriate museum visitors.
- Understand and assist with transactions at the ticketing desk and in the store regarding the POS (point-of-sales) system, including accurately applying all refunds, discounts, and guest passes.
- Review daily/weekly all new information regarding school field trips/group visits, special offers, events, exhibits, etc.
- Invite guests to provide feedback, utilizing Customer Service surveys. Provide input on any issues, needs and desires that would be beneficial to the overall success of the Museum.
- Always keep work areas stocked with necessary supplies and maintain a neat appearance.
- Have knowledge of the products in the gift shop and how the merchandize relates to the exhibits.
- Overseeing the customer interface with the ecommerce platform.
- Handle inventory fulfillment via ecommerce of all pending orders and prepare them for shipment.

- Overseeing accurate ecommerce inventory records.
- Follow up on ecommerce paperwork including organizing and filing copies of orders, receiving inventory for shipment, providing accurate inventory counts, order processing, and providing an accurate/timely shipping process.
- Clearly and courteously communicate with the Senior Program Manager regarding any customer issues that may arise including placing the ecommerce order, detailed shipping/in-store pickup instructions, etc. Communicate any abnormalities in the order process with the customer directly and in a timely manner.
- Keep track of product optimization and bring to management's attention any technical issues that arise from use of the ecommerce platform itself.
- Adhere to all museum policies and procedures as outlined in The Health Museum Employee Handbook.

**Qualifications:**

- Strong interpersonal skills and communication (verbal and written) skills.
- References that demonstrate dependability, initiative and the ability to think on one's feet.
- Ability to work weekends and holidays.
- Bilingual English/Spanish preferred.
- Retail experience preferred.
- Experience with ecommerce platforms a plus.

Please send resume and cover letter to [hr@thehealthmuseum.org](mailto:hr@thehealthmuseum.org).