



VISITOR EXPERIENCE – F/T

The Witte Museum is where Nature, Science and Culture meet, through the lens of Texas Deep Time and the themes of Land, Sky, and Water. The Witte is the only museum that focuses on Millions, Thousands and Hundreds of years in what we now call Texas. The Witte inspires people to shape the Future of Texas through transformative and relevant experiences in engaging exhibitions and programs. Founded in 1926, the Witte is located along the San Antonio River and has recently renovated and expanded the entire museum campus.

POSITION SUMMARY

The Visitor Experience position requires a highly energetic individual who is passionate about enhancing the visitor experience. Visitor Experience is primarily responsible for cash handling, welcoming visitors, promoting and selling surcharged exhibits and memberships, and providing information about programs. Visitor Experience maintains the Walker Admissions Desk, assists in galleries and outside at the H-E-Buddy SkyCycle and Mt. Witte. Visitor Experience works closely with the Witte Events Team and assists the Security and Public Safety Team in monitoring visitor activities.

RESPONSIBILITIES

- Ensures the appearance of the Walker Admissions Desk is presentable and opening/closing duties are completed
- Follows all cash handling procedures for payments taken at Walker Admissions Desk
- Sells admissions and completes the sale of pre-booked group rate admissions and special programs
- Positively interacts with all museum visitors and provides immediate visitor service assistance
- Monitors the Walker Admissions Desk supply levels and submits requests to the Director of Visitor Experience
- Communicates information between the Walker Admissions Desk staff, the Manager(s) on Duty and the Security and Public Safety Team
- Actively responds to visitor questions and emergency situations as they occur
- Conveys information about museum exhibitions, programs, and events to the visitors
- Promotes and sells Witte Museum memberships and special exhibitions
- Works closely with the Security and Public Safety Team
- Helps clean, sanitize and maintain the appearance of the Witte Museum
- Facilitates the entry and exit of visitors to limited engagement exhibits and maintains an orderly control of visitor traffic flow
- Explains and implements rules and regulations for the safe use of the H-E-Buddy SkyCycle and Mt. Witte
- Works closely with the Events Team assisting with vendor check-in and guest engagement
- Other duties as assigned

EDUCATION

- Required: High School Diploma or GED

EXPERIENCE AND SKILLS

- Must have one year of cash handling and customer service experience
- Proficient in Microsoft Word, Excel, and Outlook
- Must be energetic, enthusiastic, and detail-oriented
- Must be able to assess a situation and take appropriate actions
- Must be able to work independently and as a team member
- Preferred: knowledge of CRM and POS systems, particularly Tessitura
- Preferred: bilingual (English/Spanish)

PHYSICAL REQUIREMENTS

- Must be in good physical condition, able to move moderately heavy objects (35lbs.), bend, walk, climb stairs, stand, and sit for extended periods of time
- Ability to work both inside and outside for extended periods of time
- Must be able to work a flexible schedule including evenings, weekends, and holidays

The Witte Museum is an equal opportunity employer.

Closing date: Open until filled

Résumé and Cover Letter may be emailed to: humanresources@wittemuseum.org