



## EMPLOYEE JOB DESCRIPTION

**TITLE:** Admissions Associate  
**DEPT:** Visitor Experience  
**REPORTS TO:** Director of Visitor Experience  
**FLSA STATUS:** Part-time, Non-Exempt, availability up to 30 hours a week

### SUMMARY OF RESPONSIBILITIES:

Responsible for answering general phone inquiries about HMG; processing admissions, membership, and public programs registration transactions; answering emails; and helping to maintain membership database records. Provide high quality customer service that exceeds expectations for HMG's diverse audience members and members of the general public. Adhere to HMG policies and procedures while facilitating a safe, positive, and engaging atmosphere during regular visitation, public programming, and private events.

### POSITION REQUIREMENTS:

1. The position of Admissions Associate is a part time, non-exempt, at will position; availability from April-October and during Gardens Aglow is expected unless otherwise authorized by the Director of Visitor Experience. You must be able to attend all mandatory training sessions, both prior to opening and throughout the season, unless otherwise authorized.
2. Must be comfortable with and willing to operate two-way radius and admissions technology (computers, phones, Microsoft Office software, iPads, Altru software, etc.) as necessary and with accuracy.
3. Must have exceptional customer service skills, commitment to teamwork, excellent communication and strong interpersonal skills.
4. Must enjoy working with all members of the public and be comfortable facilitating visitor orientation experiences, both in-person and virtually, such as over the phone or via email.
5. Must provide a minimum of two shifts per week. Weekend work required as scheduled.
6. Must work a minimum of 22 hours for special events throughout the season, including evening events, and must provide availability for both nights of the Sandwich Halloween Festival.
7. Must provide a minimum of 16 shifts for Gardens Aglow, including either dates adjacent to Thanksgiving and Christmas.
8. Must be able to lift 30 pounds unassisted and be seated for extended periods of time, often the majority of your scheduled shift.
9. Must be able to count attendance, perform simple mental math, and track statistics.
10. Must be able to exercise sound judgment, abide by and enforce procedures, and be able to take initiative quickly to resolve security or safety issues while remaining calm and clear-headed.
11. Must be willing to work outdoors, sometimes for the majority of your scheduled shift, including during uncomfortable weather or conditions.

### SPECIFIC RESPONSIBILITIES:

1. Welcome and engage museum visitors, both in person and on the phone; assist them with questions, admission ticket and membership purchases; and provide public program assistance. Provide orientation information about the galleries and gardens, and directional services both at HMG (e.g., bathroom, food service, etc.) and for the community (e.g. transportation services, local points of interest, etc.).

2. Catalogue types of phone calls and emails received. Understand which department should receive questions or messages and forward appropriately and in a timely fashion.
3. Process admissions and any fees for programs, memberships, and events through Altru and Xtrulink. Cash handling involves all tenders and must be handled accurately, with drawers balancing to zero at the end of each shift.
4. Aid in membership check-ins, renewals, and actively promote and sell annual memberships to new patrons interested in visiting HMG. Answer questions and provide detailed descriptions regarding benefits of becoming an annual member.
5. Work with the Director of Visitor Experience, Admissions and Database Coordinator, Admissions Lead and the Development department to assist with Altru database management, including working on accurate data entry, maintenance, and correction for membership and event registrations.
6. Be informed about and effectively share accurate information regarding programs, events, daily operations, Development opportunities, and museum policies and procedures.
7. Must be able to use discretion when handling sensitive personal information about constituents. Follow all protocols and procedures to protect confidential information about members and patrons.
8. Greet adult and student bus and tour groups as needed. Provide orientation, payment information, and excellent customer service to groups of visitors of all ages.
9. Understand, follow, and enforce HMG policies and procedures, including but not limited to: health and safety guidelines, service animals, social media, photography, media, etc. to ensure the safety of museum staff, visitors, facilities, and collections, engaging with Security staff as necessary.
10. Work with Visitor Experience Coordinators, Leads and staff, Retail staff, Security staff, Development staff, and Marketing staff to collaboratively meet visitor needs and to provide a uniform visitor experience.
11. Respond appropriately to visitor questions, comments, and concerns. Communicate visitor feedback using appropriate channels (Daily Log, Whiteboards, Morning Meetings, Leads, Director of Visitor Experience, etc.).
12. Project a positive image, serving as an ambassador for the museum both at HMG and while out in the public.
13. Open/close buildings and areas as scheduled, following established procedures. Carry out cleaning and organizing duties as outlined for each area throughout the day.
14. Participate in mandatory pre-season and ongoing trainings to learn new content and hone customer service skills and technical practices.
15. Attend all Morning Meetings on days scheduled and all recurring monthly staff meetings to stay current in good museum practices, effectively share information, foster good working relationships, provide feedback and insights, and learn information regarding the museum's daily and weekly events in order to communicate accurately with visitors.
16. Assist with daily operation needs (such as materials preparation, wheelchair loans, answering emails and phone calls, set-up/break-down of temporary sales areas, roving ticket sales, etc.) and public program and special event duties as required.
17. Perform all other duties as assigned by the Director of Visitor Experience, Visitor Experience Coordinator, Visitor Experience Lead, Admissions and Database Coordinator, Admissions Lead, Chief Program Officer, or President & CEO.