
Title of Position *	Visitor Services Representative
Institution *	State Preservation Board/Bullock Museum
Position Location: City & State *	Austin, TX
Position Closing Date	<u>Wednesday, September 20, 2017</u>

About the Institution

The Texas State Preservation Board (TSPB) was established for the purpose of preserving, maintaining, and restoring the State Capitol and the 1857 General Land Office, which houses the Capitol Visitors Center. Since that time, the operations have been expanded to include: maintenance of the Governor's Mansion, operating the Bullock Texas State History Museum and the Texas State Cemetery. The TSPB provides educational programs centered on Texas history, government and culture for the benefit of the citizens of Texas and its visitors.

Institution Website Address

<http://www.tspb.texas.gov>

Summary of Responsibilities

Position Summary:

Visitor Services Representatives (VS Reps) are the face of the State Preservation Board. They are the first people our guests meet at the Bullock Texas State History Museum. VS Reps ensure a great guest experience by providing excellent and knowledgeable customer service, personifying the qualities that make the Bullock experience the best in Texas. VS Reps are responsible for handling exhibition, membership, parking, and film admission sales; providing information to guests; and making recommendations to enhance the visitor experience. In the IMAX they provide high quality concessions service, greeting and directing guests at points of entry, scanning tickets, coordinating crowd management on high-volume days, and ushering and cleaning inside the theaters between shows. VS Reps are knowledgeable about Museum exhibitions, films and programming, as well as museum amenities such as the Museum café, store and parking and surrounding areas within the Capitol complex. VS Reps are provided comprehensive training on all department functions including POS systems and procedures. VS Reps receive free parking, a Museum membership, and access to the Museum's American Alliance of Museums membership, complimentary film tickets for all documentaries and features, and discounts in the Museum store and café. Positions offer a friendly, fun work environment with opportunity for advancement.

Due to the nature of often fast-paced work, VS Reps must be able to stand for extended periods while serving guests, move concession products weighing up to 50 pounds, adjust stanchions and way finding signs, and utilize basic cleaning equipment. *Work schedules and assignments are based on the Agency's 365 day-per-year schedule and may vary to include weekends, evenings, and holidays, including on short notice.

Veterans:

Military Occupational Specialty Codes (MOS): Navy SH- Retail Operator; Coast Guard SK Storekeeper; Marine 0111 Administrative Specialist; Air Force 3A1X1 Administration Veterans with other related MOS or additional duties pertaining to the minimum experience requirements may meet the minimum qualifications for this position and are highly encouraged to apply. Use your military skills to qualify for this position or other jobs. Go to www.texaskillstowork.com to translate your military work experience and training into civilian job terms, qualifications and skill sets.

EEO Statement:

The State Preservation Board is an equal opportunity employer and welcomes all qualified applicants without regard to national origin, race, color, religion, age, sex, sexual orientation, disability, genetic information, or Veteran status. In

compliance with the Americans with Disabilities Act (ADAA), if you require reasonable accommodation in the interview and selection process, please call the agency's ADA Coordinator at (512) 475-4992.

Selection Information:

At the time of hire, selected applicants must show proof of eligibility to work in the U.S. in compliance with the Immigration Reform and Control Act. All males who are age 18 through 25 are required to register with the Selective Service and may be asked to present proof of registration or exemption from registration upon hire.

The State Preservation Board uses E-Verify to confirm the employment eligibility of all newly hired employees. To learn more about E-Verify, including your rights and responsibilities, please visit www.dhs.gov/E-Verify.

Required Qualifications

Minimum Qualifications:

- A high school diploma or GED equivalent.
- An outgoing, friendly, and welcoming personality.
- A minimum six months of customer service experience in a theater, retail store or similar environment.
- Three months cash handling experience in a retail or related environment that reflects accurate and secure processing of cash, check, and credit card transactions.
- Exceptional organizational and time management skills; ability to pleasantly interact with all guests, coworkers, and volunteers.
- Proficient using Microsoft Office software and ability to learn POS and scheduling software.
- Ability to work a minimum of 20 hours per week; shifts scheduled weekly, and may vary from week to week.

Preferred Qualifications:

- Quantifiable experience working in a movie theater and/or concessions stand.
- Nine months' experience with fast-paced sales environment such as in retail or hospitality.
- Experience in using a point-of-sales (POS) system.
- Experience counting down and balancing a cash drawer and reconciling transactions.
- Experience serving customers in a museum or cultural institution.
- Experience in public speaking/ communicating with groups.
- Bi-lingual language skills.

Compensation

\$10.25 /per hour

Part -Time, 20 hours a week, Varied shifts Sunday through Saturday

Apply at this Website:

<http://www.tspb.texas.gov>

Apply with this email:

tspb.employment@tspb.texas.gov

Special Instructions to Apply:

Submit a fully completed State of Texas application to the SPB by:
Email: TSPB.Employment@tspb.texas.gov
Fax: (512) 463-3372
Mail to: 201 E. 14th Street, Suite 950, Austin, Texas, 78701
For an application and additional information:
<http://www.tspb.texas.gov/spb/employ/employ.html> or call: (512) 463-5495. All resumes must be accompanied by a fully completed state applications. All applications must be received by the SPB by the close of business on the final day posted for consideration. Only candidates selected for an interview will be contacted.