



**POSITION DESCRIPTION**  
**Part-Time Guest Services Associate**

**General Function:**

The guest services associate provides the highest level of customer service to guests of the Lone Star Flight Museum. This position performs all activities associated with the Museum Gift Shop and Admissions operations. As front-line staff members, the guest services associates are to welcome guests to the museum experience, assist customers in store purchases and provide the public with a positive impression.

**Qualifications:**

- Background in Customer Service or working with the public
- Interest in aviation or STEM related field a plus
- Ability to clearly communicate, both verbally and in written form
- Professional presentation, friendly and welcoming demeanor
- Basic computer skills and comfort with financial transactions
- Ability to problem solve and think on your feet; attention to detail
- Ability to lift up to 50 pounds
- Ability to work as a team and also take initiative independently
- The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions for this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Essential Job Functions:**

- Warm, friendly and informative customer service assisting visitors in person and on the phone.
- Ring in sales accurately, heavy cash handling and credit card transactions, and balancing register at the end of the day, both in the gift shop and admissions department.
- Facilitate the sales of daily admission tickets, museum programs/events; sell and process memberships.
- Be able to help customers in the store with merchandise and inventory, as well as direction to other sales opportunities including museum collection, events, membership levels, and education programs.
- Keep the work area clean, orderly, stocked, and safe. Clean glass doors, windows, shelves, and merchandise, being aware of safety hazards and guidelines.
- Perform other duties as assigned by the Guest Services Supervisor or lead.

**Status:** Seasonal/Part-Time/Hourly  
**MUST BE ABLE TO WORK WEEKENDS**

**Reports to:** Guest Services Supervisor

**Application:** To apply, please send an email explaining your interest, experience and reasons this job excites you with a resume to [debbie.kolajaco@lonestarflight.org](mailto:debbie.kolajaco@lonestarflight.org). The Lone Star Flight Museum is an equal opportunity employer.