

OCMA Admissions Staff Job Description

An admissions staff employee is the first person visitors of the museum come in contact with. With that in mind, courteous customer/visitor service is an essential aspect of the job, as it provides a good first impression of the museum for the guest. Duties of the admissions staff include:

- Handling ticket sales, including free passes and special discounted admission.
- Checking members into the admissions database.
- Making sure every visitor is documented, in order to ensure an accurate attendance through daily record reports.
- Providing information on exhibitions and events occurring at the museum.
- Answering the phone and transferring calls.
- Keeping track of the docent tour schedule, checking in docents, and making sure docents sign out after a public tour.
- Closing out the cash register at the end of the day, printing out three copies of the attendance report, and preparing the bank deposit and accounting information.
- Ringing in sales for the museum store when necessary.
- Selling memberships: new and renewals.
- Overseeing the visitor services survey program; entering and distributing results on a weekly basis
- Keeping the front desk in order, making sure all museum hand-outs are available, and general upkeep of the area.
- Entering patrons into the email list located in the OCMA website. Each visitor should be asked for their email address.
- Overall, maintaining a pleasant demeanor and welcoming attitude for those who come into the museum and providing each individual with the best and most courteous service possible.
- New tasks as determined by supervisor

To Apply:

Send a cover letter and resume to Kirsten Schmidt at kschmidt@ocma.net. No phone calls please.