



Job Posting

Guest Services Associate –Part Time

Reports to: Guest Services/Security Manager
Department: Guest Services
FLSA Status: Non-Exempt

Position Overview:

Responsible for providing exceptional customer service for guests/clients/volunteer services in the areas of cashiering, ticketing, and greeting.

Responsibilities/Duties:

- Provide guidance and assistance to guest/clients/volunteers throughout the Freedom Center to ensure proper traffic flow through exhibits
- Address customer complaints/concerns in a timely manner
- Assist with group orientations at the check-in and coat-check stations
- Work with Private Events in set-up for meetings and events
- Serve as greeter/escort at the parking garage for special guest
- Assist in retail shop as needed with customer service, cashiering and greeting

Education and experience:

High School diploma or GED required. 1-3 years of demonstrated experience in the area of customer service.

Job Knowledge, Skills, and Abilities

Must have good communications skills both oral and written and the ability to work with a diverse workforce. Must be able to work evenings and weekends. Demonstrated proficiency in Microsoft Suite and Lotus Notes. Must be able to lift up to 10 pounds and be able to sit, stand, and physically move about the facility.

Required to perform other duties as requested or assigned.

We offer excellent benefits and competitive wages

Interested candidates should send their resume with salary requirements to:

**(E-mail) hr@nurfc.org
(Fax) 513-333-7713**

**National Underground Railroad Freedom Center
Attn: Human Resources Department
50 East Freedom Way
Cincinnati, OH 45202**

- We are an Equal Opportunity Employer -