MoSH
MEMPHIS MUSEUMS OF SCIENCE & HISTORY

LET'S BEGIN THE EXPLORATION

3050 Central Ave
Memphis, TN 38111
Phone: 901-636-2362
moshmemphis.com

Guest Services Assistant

MoSH

Located in Memphis, TN, MoSH (the Museum of Science and History; the Museum) is a well-established 501c3 that seeks to create a community of people who share a richer understanding of one another and the world around us. The Museum consists of the Pink Palace Museum, the Lichterman Nature Center, the Coon Creek Science Center, and other historical properties. We inspire discovery through collecting, preserving, and interpreting the cultural histories and natural sciences that shape our region.

Join our team as we embark on an exciting phase of executing our new vision. Our museum is committed to telling our story by:

- Advocating for Authenticity – Illuminate varying perspectives and uphold accurate interpretation, without glossing over tough ideas.
- Magnifying Belonging – Building active audiences through outreach, co-creation, and participatory inclusion.
- Embodying Holistic Stories – Incorporating context and presenting lesser-known stories to portray a complete, systemic picture of the region and its history.
- Constructing Intersections – Creating welcoming common spaces that encourage serendipitous and unstructured engagement and foster meaningful interactions between diverse groups of people.

Responsibilities

- Consistently demonstrates a guest-first attitude by modeling exceptional customer service skills.
- Anticipate and meet guest needs, including (but not limited to) selling admission and/or membership, sharing exhibition and program information, checking in guests for special events, greeting tours and groups, answering main museum phone line, responding to museum emails, providing transportation information, and more.
- Manage all admissions transactions (both paid and complimentary) in the museum box office.
- Handle and accurately balance cash/credit transactions utilizing a point of sale & ticketing/database constituent management system.
- Maintain conversational knowledge about the museum, exhibitions, memberships, programs, special events, and more.
- Openly share pertinent museum information and strategies for success with fellow Membership and Visitor Services Assistants.

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- Actively promote, sell, and service MoSH memberships.
- Apply creative problem-solving ability to address guest concerns and respond to/note visitor complaints.
- Collect guest contact information for museum follow-up via email and/or direct mail.
- Ensure that all guest-facing materials are stocked and neatly presented, including brochures, gallery notes, and more.
- Support museum operations by providing administrative and/or event- and project-based support to other departments, including (but not limited to) covering museum reception duties, greeting tour groups, processing membership gifts and data, and more.
- Thoroughly understand & support department & museum goals, model professionalism, passion, & productivity.
- Other duties as assigned.

Range of Experience

- Preferred minimum of 2 years of customer service experience
- Flexible availability, including holidays, nights, and weekends.
- Knowledgeable in standard computer applications and programs (MS suite, internet/email, file management)
- Passion for working with the public.
- Exceptional interpersonal and communication skills
- Must be available 3 days per week: 10am – 5pm and at least 1 weekend day required per week.

Applications will be accepted until the position is filled. MoSH values diversity throughout our museum. In order to tell authentic, holistic stories of our region's history, culture and science, MoSH strives to create a diverse workforce to support our collections, exhibits and programming. MoSH is an Equal Opportunity Employer. More information about MoSH can be found on our website at www.moshmemphis.com.