



STATE OF COLORADO
invites applications for the position of:

Guest Services Agent

This announcement is not governed by the selection processes of the classified personnel system. Applications will be considered from residents and non-residents of Colorado.

CLASS TITLE: NON-CLASSIFIED

LOCATION: Denver Metro, Colorado

PRIMARY PHYSICAL WORK ADDRESS: 1200 Broadway, Denver, CO 80203

SALARY: \$14.50 Hourly

FLSA STATUS: Non-Exempt; position is eligible for overtime compensation.

OPENING DATE: 08/09/19

CLOSING DATE: 08/25/19 11:59 PM

JOB TYPE: Full Time

DEPARTMENT INFORMATION:



HISTORY *Colorado*

If you are considering a career opportunity with the goal of making a difference, consider joining the dedicated people of History Colorado. Our professionals inspire generations to find wonder and meaning in our past and to engage in creating a better Colorado. The History Colorado Center is a convenient location to downtown shopping, restaurants, and cultural facilities in the Golden Triangle district. In addition to a great location, we offer fantastic benefits including:

Strong, secure, yet flexible retirement benefits including a [PERA Defined Benefit Plan or PERA Defined Contribution Plan](#) plus 401K and 457 plans

[Medical and dental health plans](#)

Employer supplemented [Health Savings Account](#)

Paid life insurance

Short- and long-term disability coverage

10 paid holidays per year plus 12 hours of vacation and 6.66 hours of sick leave in a month

Discounted [RTD EcoPass](#) (Denver Metro locations)

[BenefitHub](#) state employee discount program

[CafeWell](#) employee wellness program

Free ECO pass or bus pass

Excellent work-life programs, such as flexible schedules, training and more

HISTORY COLORADO has a strong commitment to diversity and cultural competence. We welcome responses from people of diverse backgrounds and abilities.

DESCRIPTION OF JOB:

This role supports operations of the museum, working closely with the Admissions and Operations Manager, admissions staff, Gift Shop Manager, Exhibits Technician, Security team, Education team, Reservations Coordinator, Membership Manager, and Guest Services Manager to ensure that the museum provides a welcome, safe, and smart environment to all visitors and staff.

Working Days: Sundays through Thursdays. 40 hours/week

Duties include:**Guest Services (75%)**

- Ensures that exhibits are open and ready for the museum's opening
- Provides an overview of the museum for guests
- Communicates with the leadership team about any operational issues
- Supports museum programs in all departments including adult programs, access programs, family programs and membership with the exhibits setup, signage, interacting with visitors, etc.
- Helps make every guest feel welcome, safe, and smart in museum and exhibits
- Cross Trained on front desk duties
- Helps keep collections and visitors safe by engaging visitors in exhibits and redirecting unsafe behavior
- Responds and assists security with a variety of routine and high-stakes incidents including medical, fire emergencies, lost children, etc. and will act as floor wardens
- Works with volunteers and temporary staff
- Other duties as assigned
- Trained in CPR & other trainings as necessary

Exhibits (25%)

- Daily opening and closing of the exhibits
 - May include physical labor in moving popup installations from our atrium or other exhibits
 - Will need to be able to lift 50 pounds
- Ensures that exhibits are working, communicates any issues to the exhibits team
- Ensures that exhibits and other public spaces and facilities are clean, safe and presentable
- Restock disposable gallery items (Post-its, pencils, comment cards, etc.)

MINIMUM QUALIFICATIONS, SUBSTITUTIONS, CONDITIONS OF EMPLOYMENT & APPEAL RIGHTS:

- Knowledge of principles, methods and practices of customer service in general and as they relate to museums or nonprofits
- Demonstrate ability to manage multiple priorities and deadlines, with extreme attention to detail
- Ability to investigate problems and recommend viable resolutions
- Strong interpersonal skills, particularly patience and understanding necessary for dealing effectively with a diverse group of visitors, members, peers, and volunteers
- Great communication skills, both verbal and written
- Comfortable with responding to any incidents including medical situations, fire emergencies, lost children, etc.
- Ability to work calmly under pressure in a fast-paced environment
- Ability to be on the museum floor for long periods of time
- Flexibility to work extended hours; work schedule may include weekends, holidays, evenings and early mornings
- PC literacy with strong competency in all Microsoft Office Suite programs (Word, Excel, PowerPoint), and Google Business products

- Experience with or ability to learn troubleshooting of AV/exhibits interactive elements
- Ability to work independently
- Demonstrated ability to manage volunteers effectively
- Experience working in nonprofits or museums in an operational role
- Spanish preferred but not required
- A pre-employment criminal background check will be conducted as part of the selection process. Felony convictions or conviction of crimes of moral turpitude or convictions of misdemeanors related to job duties may disqualify you from being considered for this position.

HOW TO APPLY: Thank you for your interest. Submit an on-line application by clicking the link below or submit a State of Colorado Application for Announced Vacancy and all supplemental questions according to the instructions provided below. Failure to submit a complete and timely application may result in the rejection of your application. Applicants are responsible for ensuring that application materials are received by the appropriate Human Resources office before the closing date and time listed above.

IF NOT APPLYING ON-LINE, SUBMIT APPLICATION TO:

Online is the preferred method of applying for this announcement.

DEPARTMENT CONTACT INFORMATION:

Dany.mccoy@state.co.us

METHODS OF APPOINTMENT: This position is not part of the classified state personnel system.

APPLICATIONS MAY BE FILED ONLINE AT:
<http://www.colorado.gov/jobs>

Position #GCA09318
GUEST SERVICES AGENT
DM

THE STATE OF COLORADO IS AN EQUAL OPPORTUNITY EMPLOYER.
