



September 11th Families' Association 9/11 Tribute Museum

Job Posting

Job Title:	Greeter- Cashier
Department:	Operations/Retail
Reports to:	Operations Manager
FLSA Status:	Non-Exempt
Status:	Part-time
Hours:	9:15am to 6:00pm 4 days per week (Sunday through Saturday)
Location:	9/11 Tribute Museum 92 Greenwich St.

SUMMARY

Interacts with visitors and special groups and provides information about Tribute and its regulations by performing the following duties.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

- Welcomes and connects with every visitor.
 - Greets visitor with brief gallery description and entrance policies.
 - Responds to visitor's needs and says "thank you" to every visitor.
 - Upholds visitor service standards
- Responsible for signing visitors for walking tours at entrance.
- Is responsible for filling in brochures and supplies.
- Maintains adequate flow of people through both exit and entrance.
- Greets people outside to inform people about Tribute walking tours and gallery information and to maintain crowd control.
- Presents oneself professionally and demonstrates clear communication with all visitors and fellow employees.
- Prepares visitor for Tribute Museum tours.
- Replenishes visitor information cards and brochures.
- When assigned to the register:
 - Responsible for morning/close till count and balancing register.
 - Help visitor's with purchase related needs and provide product information.
 - Provides excellent customer service at check out while ringing up the visitor's purchases and completing the sales transaction and say "thank you" to every visitor.
 - Ensures register area is organized.

EDUCATION AND/OR EXPERIENCE

- High School Diploma required.
- Minimum of one year customer service experience required.
- Ability to work weekends required.
- Minimum of one year cash handling experience preferred.
- Computer Skills and POS System experience required.
- Bilingual Skills a plus.
- 6 months high energy sales or promotions experience is preferred, but not necessary.

SUPERVISORY RESPONSIBILITIES

This job has no supervisory responsibilities.

PHYSICAL DEMANDS

While performing the duties of this job, the individual is regularly required to consistently stand in an upright stationary position for continuous periods of time (2-3 consecutive hours at a time), talk, hear; feel objects and reach with their hands and arms. The individual is occasionally required to climb and/or balance, stoop, kneel, crouch or crawl. The individual must occasionally lift and/or move up to 20 pounds. Specific vision abilities required by this job include close vision, distance vision, color, depth of perception and ability to adjust focus.

WORK ENVIRONMENT

The environment characteristics described here are representative of those an employee encounters while performing the essential functions of the job. Reasonable accommodations may be made to individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is regularly required to work both in and outside on both hot and cold weather days. The noise level in the work environment is usually moderate.

HOW TO APPLY

In order to receive proper consideration submit your resume in confidence including the job title using one of the following methods:

Preferred Method: Submit an on-line resume to hr@911families.org

US Mail: September 11th Families' Association – 9/11 Tribute Museum
92 Greenwich Street
New York, NY 10006
Att: Human Resources

Please visit our website at <http://911tributemuseum.org/>

NO PHONE CALLS PLEASE

The September 11th Families' Association – 9/11 Tribute Museum is an Equal Opportunity Employer committed to workforce diversity.