



VISITOR SERVICES ASSOCIATE POSITION DESCRIPTION

Introduction

The Air Force Museum Foundation (AFMF) is a 501c3 non-profit corporation that raises philanthropic support to assist in the development and expansion of the facilities of the National Museum of the U.S. Air Force™ (NMUSAF), and provides annual funding to the Museum for special projects, exhibits, museum programs and special events, volunteer support, and promotional efforts. The NMUSAF is the world's oldest and largest military aviation museum. The main museum complex, comprised of 1,000,000 square feet under roof, is open to the public.

The AFMF was founded in 1960. The AFMF mission is to raise funds and awareness in support of the National Museum of the United States Air Force mission. To date the AFMF has raised philanthropic support from donors to fund 94% of all capital construction costs for the main museum complex.

Position Description

The goal of the Visitor Services Department is to provide amenities that enhance the experience of visitors to the National Museum of the United States Air Force. This experience is enhanced through Attractions (such as simulators, virtual reality experiences, special temporary exhibitions, and movies in the Air Force Museum Theatre), and through the outreach of the Entrance Hall and Exit Experience spaces, which seek to guide the visitor through their journey at the Museum.

To help achieve this goal, the duty of a Visitor Services Associate is: to facilitate the sale of Attractions tickets, to accept donations, to provide friendly, quality service and support to guests as they enter and exit any Visitor Services area, and to aid with the safety of guests during their experience.

The Visitor Services Associate works under the general supervision of the Director, Visitor Services and Manager, Visitor Services. This position is non-supervisory, part-time, hourly, non-exempt.

Responsibilities

Customer Service

- Be pleasant and courteous to all guests.
- Greet guests as they enter the area and provide guidance/direction as appropriate.





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- Understand the operation and procedures of the Attractions and general operation of the National Museum of the United States Air Force to respond to basic inquiries.
- Understand and execute all emergency procedures as outlined in Museum and Attractions Operating Instructions to support a safe and secure environment for guests.
- Initiate and complete sales transactions in a manner consistent with Attractions Operating Instructions.
- Operate ticket system efficiently and make change accurately. Incumbent is fully accountable for balance between funds on hand and ticket sales.
- Remain responsible for the integrity and control of all funds entrusted to their care.
- Obtain in-depth knowledge on the NMUSAF, including types of galleries, location of main points of interest, information regarding attractions/conveniences offered to visitors, and mission/vision of the museum.
- Greet visitors, provide general Museum information, and enhance their overall experience at the Museum.
- Explain the Air Force Museum Foundation's Development program to visitors.
- Acquire new donors.
- Accept one-time donations.

Theatre Operations

- Open/close lobby Theatre doors at the proper time.
- When special requirement guests are present, provide necessary assistance when entering/exiting Theatre (to include elevator operation when necessary).
- Collect ticket stubs and audit ticket count with ticketing system.
- Interface with guests in holding area by providing information/support as required.
- Welcome guests as they enter the Theatre during seating, direct guests to available seats.
- Allow absolutely no late seating without supervisory approval.
- Give exit speech to direct visitors on exiting the Theatre.
- Between shows, prepare Theatre for next show by performing minor maintenance, clean-up etc. as required.
- Complete daily opening procedures including daily check sheet plus thorough cleaning of all equipment, inside and out.
- Monitor projector and related equipment, theatre, and projected image as the programs are presented.
- Understand and execute all emergency procedures and instructions to assure a safe and secure environment for Theatre guests.
- Track and log all maintenance and communication relevant to projection system.
- Notify supervisors of changes in equipment or facility condition.





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- During the presentation remain alert for guests who may need assistance (i.e., departing the Theatre; feet on the seats; noisy or disruptive areas in the audience, etc.).

Simulator Operations/Temporary Exhibits

- Complete all necessary training/certification in order to operate area.
- Complete daily opening/closing procedures including daily check sheet plus thorough cleaning of all equipment, inside and out.
- Operate area in accordance to training program, providing a positive and safe guest experience.
- Monitor area as the experience is presented for quality and safety.
- Must notify supervisors and tech leads of any changes in equipment status.

Other Duties

- Ensure workstation is clean and neat at all times, including equipment, counters, floor, etc.
- Maintain sales merchandise in an orderly fashion and complete merchandise sales properly.
- Ensure on time arrival for scheduled shift times, in uniform designated in the AFMF uniform policy.
- Make/process reservations and/or group sales as required.
- Work in support of special activities/events.
- Assist in routine and preventative maintenance as required.
- Other duties as directed.

Qualifications

- Excellent verbal communication skills
- Honest and reliable
- Team player
- The Air Force Museum Foundation performs background checks on 100% of its employees prior to hiring. Candidate must be willing to submit to a background check, as a condition of employment.
- Candidates must be 18 years of age or older to work for the Air Force Museum Foundation.
- The National Museum of the USAF is open seven (7) days a week from 9:00 am – 5:00 pm. Candidate must be able to work to meet those needs. Evening hours may be required to support special activities/events.
- The Air Force Museum Foundation provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state or local laws. This policy applies to all terms



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and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation, and training.

- This is a non-DoD position with a private organization and does not require military service (including commission and enlistment).

Compensation

- **Pay Rate:** \$15.00/hour
- **Benefits:** Employee Assistance Program and 401K Plan with employer match of 100% up to 5% of employee salary

AFMF Vision

Honoring every Airmen's story with a permanent home to inspire future generations.

AFMF Mission

Raise funds and awareness to support the National Museum of the U.S. Air Force mission.

AFMF Core Values

Candidate must agree to adhere to the Air Force Museum Foundation's Core Values:

- Passion – Performing our roles with purpose, pride, and a positive attitude
- Integrity – Accepting responsibility for our actions by making business decisions through experience and good judgment
- Accountability – Dedicated to achieving positive results; owning and learning from our successes and failures
- Respect – Committed to an inclusive and collaborative work environment

Contact Us:

To apply for this position, please email Ms. Sarah Shatzkin at [hiring@afmuseum.com](mailto: hiring@afmuseum.com) with your resume, cover letter, and references.

