



125 YEARS | 1894 - 2019

1400 West Mars Hill Rd | Flagstaff, Arizona 86001-4499 | USA
928.774.3358 | lowell.edu

POSITION ANNOUNCEMENT

Visitor Experience Associate

Lowell Observatory receives over 100,000 visitors annually. The visitor experience team helps inspire visitors' wonder and interest in astronomy and other STEM related topics. Visitor Experience Associates have an enthusiastic approach to greeting and helping visitors to the observatory that will result in increased store sales, membership recruitment and positive visitor feedback.

Named an "Arizona Top Company to Work For," Lowell Observatory (LO) is an independent, non-profit research institution founded in 1894 by Boston mathematician Percival Lowell. We are located atop a mesa overlooking downtown Flagstaff, Arizona, where we are steadily growing and carrying out our dual mission of astronomical research and communication of our discoveries to the public. We strive to be a fun, collegial, dynamic place where we inspire incredible people to do remarkable work.

RESPONSIBILITIES

- Enthusiastically welcome and greet visitors to Lowell Observatory
- Possess a positive attitude towards Lowell's visitors providing them superior service.
- Understand and promote Lowell Observatory's mission to pursue the study of astronomy, maintain quality public education and outreach programs and bring the results of astronomical research to the general public.
- Attend and educate oneself on programming to become an informed resource for visitors.
- Inform and recruit visitors about Lowell's membership program
- Learn Lowell's sales software systems and be able to ring in admissions, gift shop sales, memberships any other register transactions.
- Become knowledgeable about all products we carry i.e. telescope, binoculars, book, etc.
- Able to learn product physical locations and restock merchandise on a daily basis as well as throughout the day as needed.
- Maintain cleanliness of visitor center lobby and restrooms throughout the day (i.e. pick up paper towels and tissue off bathroom floor and place in the trash) and restock paper products when necessary
- Disinfect high touch surfaces between guest groups in the giftshop and lobby.
- Perform tasks necessary to open and close the gift shop and visitor center, including turning alarm on and off, counting cash, turning registers on and off and resetting store product, etc.
- Check email, website and daily task lists in order to have complete understanding of public program-related activities going on at Lowell Observatory
- Communicate information about daily public program happenings to visitors and staff
- Answer phone and be able to answer caller's questions or direct them to correct person and/or provide contact information

QUALIFICATIONS AND EXPECTATIONS

- Ability to work varied hours/days including nights, weekends and holidays.
- Demonstrate effective sales techniques
- Demonstrate a high level of integrity in the proper processing of customer transactions
- Candidates must possess basic math skills
- Demonstrate cash handling experience
- Willingness and ability to learn
- Must enjoy interacting with people
- Strong communication abilities
- Strong attention to detail
- Reliability

EXPERIENCE AND EDUCATION

High school diploma or general education degree (GED) required. Prefer one-year excellent guest service and one-year cash handling, or equivalent combination of education and experience.

WORKING CONDITIONS

This position requires long periods of standing, bending, stretching, reaching. Speaking and listening, both in person or while using telephone. Ability to lift boxes of merchandise up to forty pounds onto a wheeled device for moving from building to building. Some work on displays may require a ladder with 2-4 steps. Moving throughout the campus, on sometimes uneven terrain, sometimes in low light. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

COVID procedures are in place. Masks are required for both guests and staff members. Physical distancing is enforced, and protective plexiglass barriers have been placed in front of all register stations. Hand sanitizer is provided as well as access to frequent hand washing.

Status:	Part Time
Compensation:	\$15.50/hour
FLSA Classification:	Non-Exempt
Benefit Eligible:	Limited Part Time Benefits*
Location:	Lowell Observatory's Mars Hill Campus- Flagstaff, AZ

To Apply:

Please send the following documents to humanresources@lowell.edu:

- Lowell Application (<http://lowell.edu/about/employment>)
- Letter of interest addressing your qualifications and interest in this position
- Resume
- Phone numbers and e-mail addresses of three references

Deadline to apply is Midnight, October 20th, 2021.

*Part Time employees will receive sick time accrual according to AZ state law. After 6 months of employment, part time employees are eligible to participate in a 5% match if they contribute 5% or more to their retirement plan, as well as 2 paid personal days per year.

Employment is subject to passing a background check

Lowell Observatory is proud to be an equal opportunity workplace and is an affirmative action employer. We are committed to equal employment opportunity regardless of race, color, ancestry, religion, sex, national origin, sexual orientation, age, citizenship, marital status, disability, gender identity or Veteran status. Lowell Observatory has always been, and always will be, committed to diversity and inclusion. We seek individuals from all backgrounds to join our teams, and we encourage our employees to bring their authentic, original, and best selves to work.

Lowell Observatory sits at the base of mountains sacred to tribes throughout the region. We honor their past, present, and future generations, who have lived here for millennia and will forever call this place home.

Lowell Observatory is committed to providing access, and reasonable accommodation in its services, programs, activities, education and employment for individuals with disabilities. Our non-smoking campus is at an elevation of 7,200ft/2200m, and the LDT is 40 miles south of Flagstaff at an elevation of 7,800 ft/2370m. If you need a reasonable accommodation for any part of the application and hiring process, please notify the Human Resources office for assistance.

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