

# Host

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If you like to be on the move, can start a conversation with a stranger, look at the glass as half full and want to work with a fun team, consider joining the Guest Services team.

The Guest Services Host position is highly interactive with our guests in a dynamic and fun working environment. You'll work with our team in our IMAX theater, Planetarium theater, in the Museum Lobby, or at our virtual reality ride in Space Odyssey assisting guests and setting the tone for a great Museum experience. You'll be on the move throughout the day and will work in a variety of locations each day while interacting with our guests and members. You'll even get to see a movie or Planetarium show in the process. How can you beat that?

## **Successful candidates will be:**

- Curious
- Engaging
- Team-oriented
- Guest-focused

## **Essential Duties:**

- Ushers guests into the IMAX Theater. Check tickets, distributes and collects glasses, provides customer service as needed in the theater.
- Ushers guests into the Planetarium Theater. Checks tickets, runs show controls and provides service in the theater.
- Checks tickets and membership cards at the Welcome Gate for daily operations and special events as assigned
- Provides assistance to guests and members at self-service kiosks and assists at operation of virtual reality ride
- Provides a welcoming, safe and fun environment for our guests through outstanding service and guest assistance.

## **Requirements:**

- Available to work 3-4 days a week
- Able to work weekends, evenings, and holidays as needed
- Ability to be in both stationary and circulating positions throughout shift
- Continual operation of a desktop computer, mobile computer, scanner or other technical equipment
- IMAX, Planetarium and VR Ride: ability to ascend/descend stairs, provide equipment to guests, move and store strollers, move rolling racks and other equipment
- Moderate physical activity required. Moves racks of 3D glasses, laptops, scanner, ticket stock, ticket printers, and VR ride components
- Minimum of 1 year of experience working with customers face to face and at least 6 months working in a fast paced environment

## **Preferred Qualifications:**

- Bilingual a plus (Spanish/English)

**Application Instructions:**

***Please submit your cover letter and resume by September 30, 2017.***

Applications may only be accepted electronically via the Museum's website [www.dmns.org](http://www.dmns.org). Due to the high volume of people who apply, we are not able to respond to specific inquiries regarding your application status.

The Denver Museum of Nature & Science is an equal opportunity employer. The Museum is dedicated to the goal of building a culturally diverse staff committed to serving the needs of all our visitors and we encourage applications from individuals of all backgrounds.