



We are seeking charismatic, outgoing and well-spoken individuals to join our team on this exciting project! Beyond Van Gogh: The Immersive Experience is opening in Quad Cities in June 2023. Join our Operations team to help us deliver exceptional customer service in Quad Cities this Summer!

Qualifications

- Ability to communicate efficiently and professionally with large groups of people
- Maintain a high level of performance to ensure a positive guest experience
- Available to work flexible shifts including evenings, weekends, and holidays

Responsibilities

- Roles include: Ticket Scanning, Box Office, VIP Guest Relations, Exhibit Docent, Retail Gift Shop Associates, and Virtual Reality Attendants
- Provide exceptional Guest service including initiating interactions, answering questions, and giving directions.
- Assist with ticketing queries, help resolve customer service issues and escalate when necessary.
- Assist with managing the traffic flow of Guests through the check in process and the exhibit.
- Monitor exhibit rooms and displays, maintain the rhythm and flow of people in the exhibit.
- Ticket and merchandise sales skills, as well as being able to upsell various Guest experiences
- Ensure that all safety standards and practices are met, report any unsafe conditions to supervisors
- Maintain a positive rapport with Guests and teammates at all times.
- Assist with other duties as required - this is a hands-on position!

Desired Skills & Experience

- Sales experience in a high volume, fast paced environment
- Some knowledge in using various POS systems, training will be provided
- Positive, outgoing attitude with the ability to command a room
- At least 1 year of direct Customer Service in either Retail or Hospitality
- Ability to think quickly on your feet and have strong verbal communication skills

Hours & Compensation

- Full-time and part-time hours available, 7 days per week
- Kindly indicate on your cover letter if you are seeking full-time or part-time employment
- All positions must be able to provide availability covering evenings, weekends and holidays
- \$18.00 per hour
- Temporary role from May 19 2023 for the duration of the exhibit's booking in Quad Cities.

**Submit Resume and Cover Letter to manager@vangoghquadcities.com
Subject Line: Application - Exhibition Floor Staff – Beyond Van Gogh QUAD
CITIES**