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Visitor Relations Specialist

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Company: Net2Source Inc.

Location: Mukilteo

Category: other-general

The Visitor Relations role facilitates guest engagement throughout the facility and public tour route including: ticketing and lobby services, leading STEM activities such as robotics and drone experiences, and interpretation of gallery and interactive exhibits.

This opening is for full-time positions (33-40 hours/week) which will include work on weekends and holidays. The positions are 100% onsite. Facility is currently open five days a week, Thursday through Monday, from 8:30 am to 5:30 pm. In addition, special operating hours are implemented for public and private events and seasonal extended hours.

Visitor Relations team members serve as ambassadors for gallery exhibitions and must demonstrate active visitor engagement as well as capacity and enthusiasm for learning and sharing detailed, accurate information about products and aviation concepts. The optimal candidate for this position will demonstrate a passion for customer-focused interactions among diverse audience groups. They will assist customers with online, phone, and point of sale ticket transactions for tour and event offerings, while also resolving customer issues as they arise.

What skill sets have you found work well for this role?

- Customer service experience
- Hospitality
- Museum

- Sales experience

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