



FCMoD, Nonprofit Partner  
408 Mason Court  
Fort Collins, CO 80524  
970.221.6738  
[www.fcmod.org](http://www.fcmod.org)

## **POSITION DESCRIPTION**

### **Discovery Agent, Temporary Seasonal**

**As needed, 10-20 hours per week, \$10.50 an hour**

This is a temporary seasonal hourly position not to exceed 10-20 hours per week, including evening and weekend shifts. The assignment may conclude before, but no later than February 1, 2018. Discovery Agents welcome visitors to FCMoD and set the stage for them to learn, reflect, and have fun during their visit. Primary duties include greeting, selling tickets and memberships, and answering telephone calls.

### **ESSENTIAL DUTIES & RESPONSIBILITIES**

The following duties and responsibilities are illustrative of the primary functions of this position and are not intended to be all inclusive.

- Reports to the Visitor Experience Manager.
- Greet visitors.
- Promote FCMoD's mission, programs, and memberships.
- Maintain accurate ticket sales records with attention to detail.
- Perform membership sales and data entry with attention to detail.
- Engage in visitor surveys, observations, or other requests aimed to evaluate visitation.
- Process merchandise sales in the Museum Store.
- Answer and route telephone calls.
- Run daily cash and sales reports on cash register and balance cash drawers.
- Clean and organize the welcome desk, The Museum Store, the lobby, and other public areas as needed.
- Help with evening and off-hours events.
- Assist other departments as needed.

### **SUPERVISORY RESPONSIBILITIES**

This position has no supervisory responsibilities of museum staff.

### **KNOWLEDGE, SKILLS, & ABILITIES**

The requirements listed below are representative of the knowledge, skills, and abilities required to perform the necessary functions of this position.

- Skilled at cash handling.
- Skilled at selling merchandise and memberships.
- Demonstrates proficiency with computer POS systems.



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- Detail-oriented; strong organizational skills.
- Able to work independently or collaboratively as part of a team.
- Understands the mission and values of FCMoD.

### **EDUCATION & EXPERIENCE**

High school diploma or equivalent, plus one to two years' experience in customer service preferred.

### **LANGUAGE SKILLS**

Able to clearly and effectively communicate verbally and in writing.

### **VALUES-BASED BEHAVIORS**

- Is friendly and courteous.
- Enjoys working with people.
- Has a "customer first" attitude.
- Listens attentively to others.
- Asks clarifying questions to better understand the views and assumptions of others.
- Works effectively in a team environment and actively participates in joint problem solving; willingly cooperates with co-workers.
- Follows rules, regulations, and policies. Positively contributes to implementing changes.

### **PHYSICAL DEMANDS**

While performing the duties of this job, employee is regularly required to stand, walk, and sit; extended periods of walking and moderate physical activity required. Use hands to feel and manipulate tools and materials, and reach with hands and arms. Employee must frequently lift and/or move up to 50 pounds. FCMoD adheres to requirements set forth by the Americans with Disabilities Act (ADA).

### **CERTIFICATES, LICENSES, & REGISTRATIONS**

Driver's license or ID card issued by a State or territory of the United States is required.

### **APPLICATION PROCESS**

Submit electronic cover letter, resume, and three professional references to: Amy Scott, [ascott@fcmod.org](mailto:ascott@fcmod.org). Applications will be reviewed and selected candidates will be interviewed. Additional analysis may be conducted. Hiring is conditional upon a successful background check; additionally, a drug screening may be required.



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**FOR OFFICE USE UPON HIRE**

I have reviewed and understand the essential functions of this job description and am able to perform each function with / without (circle one) accommodation. I further acknowledge that this job description is a general description of the duties of this position and changes in responsibilities may be required periodically by my supervisor.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date