

Space Center Houston Guest Operations Crew Member

The mission of Space Center Houston is to inspire all generations through the wonders of space exploration. We aspire to be the world's leading science and space exploration learning center. Owned and operated by the nonprofit Manned Space Flight Education Foundation, we are the Official Visitor Center of NASA Johnson Space Center, a Smithsonian Affiliate and a Certified Autism Center. The center features more than 400 space artifacts, hands-on interactive educational exhibits, and robust youth programs interpreting the exciting future and remarkable past of America's human spaceflight program.

We are currently seeking **temporary** Guest Operations Crew Members to fill various roles during the 2019 holiday season (mid-October through early-January). Holiday season start dates will vary and may be available in October, November and December. Positions may include tour guides, ticket sellers and guest engagement roles. All Guest Operations Crew Members are responsible for providing inspiring educational experiences and exceptional guest service to guests visiting Space Center Houston. Responsibilities and qualifications are shown below:

POSITION RESPONSIBILITIES

- Engage guests through pleasant greetings and by providing exceptional guest service. Assist guests with directions, information and general assistance. Respond to guest questions and requests in a professional and courteous manner.
- Certain position duties may include selling tickets and memberships, presenting tours and/or operating simulator experiences.
- Assist in the proper flow of guests entering the Center and through theatres and exhibits.
- Educate guests about current NASA programs and the history of human space flight.
- Work as part of a team on common duties to ensure the efficient operation of the department.
- Maintain a safe, clean and inviting environment for guests visiting the Center.
- Other duties as assigned.

POSITION QUALIFICATIONS

- Customer service experience preferred.
- Ability to adhere to all company safety standards, service values, and operating procedures.
- An enthusiastic and outgoing personality with strong interpersonal and communication skills. A genuine desire and willingness to provide an excellent guest experience and proactively engage guests.
- The ability to work well as part of a team environment.
- Certain positions may require strong presentation skills with the ability to communicate clearly and effectively to groups of up to 250 guests.
- Certain positions may require the ability to accurately and efficiently handle cash and process credit cards.
- Ability to move quickly through crowded spaces to reach guests who need assistance and assist guests in emergency situations as needed.
- Must be available to work a varied schedule of weekdays, weekends and as needed. **Evening shift availability of 5:00 p.m. – 10:30 p.m. strongly preferred.**

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Space Center Houston
Houston, Texas
September 2019



- Willingness to work in a variety of work functions and locations including inside and/or outside in various weather conditions.
- Ability to stand in one location for extended periods of time and climb/descend stairs.
- Minimum age for employment is 17.

Space Center Houston is an equal opportunity employer. It has a diverse and inclusive work culture with a creative, fun and collaborative environment.

Pay rate: \$8.75/hour

To apply: Access the application by clicking [here](#). Save the blank application to your computer first, then complete the application. When completed, save again and email to careers@spacecenter.org.

For more information, contact the Human Resources Department at (281) 244-2150 or visit our website at www.spacecenter.org/careers.

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