



INTERNATIONAL
STORYTELLING CENTER

Job Function	Customer Service Rep (Front Desk and Gift Shop)	Job Category	Full-Time
Department/Group	ISC Customer Service Staff Reports to Facility Director – Lesley McDavid	Staff	
Location	Mary B. Martin Storytelling Hall	Other Collaboration	

Overview of Duties:

- Front Desk:
 - Welcome visitors by greeting them, in person or on the telephone.
 - Serve as ambassador for ISC and town of Jonesborough.
 - Answer general questions about ISC programming and town of Jonesborough events.
 - Maintain safe and clean reception area by complying with procedures, rules, and regulations.
- TIR Program:
 - Provide information, support and sales for the TIR program.
 - Manage the TIR ticketing in the POS system and front desk.
- National Storytelling Festival:
 - Provide information, support and sales for the Festival.
- Customer Service Administration:
 - Process sales in POS and maintain basic POS reporting.
 - Maintain reports for areas of responsibility.
- Mary B. Martin Storytelling Facility Rental Program:
 - Provide Information and support for the Facility Rental Program.

Tasks that are done daily:

- Front Desk Tasks:
 - Greet customers when they come in.
 - Answer the Center phones and direct inquires to the appropriate department.
 - Check and respond to phone messages.
 - Provide assistance to customers and volunteers in the gift shop when necessary.
 - Check to make sure there are Festival and TIR brochures accessible in the lobby and the gift shop
- TIR Program Tasks:
 - Take TIR phone orders and process them in the POS.

- National Storytelling Festival:
 - Provide basic festival information to customers via phone and in person.
 - Take festival phone orders
 - Provide festival attendees with general information during the festival as well as processing ticket sales.
 - Process ticket order during the festival for studio, ghost stories, midnight cabaret as well as take festival orders for next year's festival.
- General Administrative Tasks:
 - Operate TIR and gift shop registers.
 - Maintain proper cash levels in the POS drawers.
 - Close out TIR and gift shop POS systems.
 - Open and close the building daily according to procedure.

Tasks done on weekly basis:

- General Administrative Tasks:
 - Update database in POS.
 - This includes email, phone, guestbook and new rental customer requests for information and brochures.
 - Fulfill brochure requests

Necessary Skills for this position:

- Working knowledge of Microsoft Office Suite
- Multitasking - Ability to change tasks quickly as required
- Coping with a dynamic work environment
- Friendly disposition - Working directly with facility renters and the public
- Ability to handle random issues when they arise
- Communication with tourists, facility renters, staff, and supervisors

**This is not a complete list of all tasks involved with this position. Other tasks given by supervisors as needed.