

Accounting/Visitor Service Intern

Department: Accounting

Intern Title: Accounting/Visitor Service Internship

Overview: Intern will gain a general understanding of the accounting department of a 501(c) (3) not-for-profit organization. Intern will also work to provide positive experiences for the visitors by working at the admissions desk of the Buffalo Bill Historical Center.

- General knowledge of organization
 - Students will participate in formal training sessions designed to provide an overview of the many aspects of Museum business.
 - Students gain practical museum experience
 - Students develop new or expanded applications for their academic and professional interests.
- Hands-on involvement with the museum operations in a manner that cannot be duplicated in the classroom or through textbooks.
 - Visitor Services Representative
 - General bookkeeping
 - Increase awareness of the professional practices and ethics of a workplace environment.

Intern will be responsible for developing and implementing a self-directed project.

Examples of past projects include:

- Per the Audit Committee Charter, intern researched, reviewed and documented internal controls of the organization for the Audit Committee of the Board of Trustees.
- An intern worked to initially set up and tailor ticketing software application to meet the needs of our Admissions Department.
- Expanded the application of the ticketing system for the group sales division in order to:
 - Market
 - Sell
 - Track
 - Analyze data

Level of Responsibility: Reports to Meg Kath, Accounting Manager

Specific Duties and Responsibilities:

Job Duties

1. Greet visitors, providing positive initial contact. Represent the Buffalo Bill Historical Center in the best possible manner.
2. Provide back-up cashier service, including accepting and receipting payments, and making change. Increase throughput, expedite entrance to

museum, by admitting members and second day returns. Maintain accurate records of activity.

3. Thorough understanding of the register/ticketing system and software. Work with IT (Information Technology) and Accounting to keep registers operational
4. Balance cash drawer daily and prepare bank deposit.
5. Coordinate reservations for trolley tour. Sell package tickets for “Cody Inside and Out.” Maintain accurate records of activity using a computer based register.
6. Sell other museum related tickets to include but not limited to Patron’s Ball raffle tickets.
7. Solicit and renew memberships, maintain accurate records of activity.
8. Help to insure the safety of the collections by assisting security in making our visitor’s aware of the guidelines outlined in the Visitor’s Guides. ie: no drinks, pets, firearms, backpacks etc allowed into the museum.
9. Provide visitors with general information about the Buffalo Bill Historical Center, to include physical layout and services offered.
10. Provide visitors with general information about services and attractions in Cody and the surrounding area. Be familiar with our Corporate Members and possible ways Corporate Members can meet the needs of our visitors.
11. Provide visitors with accurate information relating to special events, activities and programs.
12. Keep admissions desk supplied with all necessary work-related items.
13. Using a daily calendar book and reports to be informed about activities and museum programming. Inform other clerks.
14. Keep up-to-date schedule of groups expected to visit the Center.
15. Be available to answer questions from other clerks as they arise and make decisions on work-related problems.
16. Bookkeeping and other office tasks.

Qualifications:

1. Enrolled in an accredited college or university
2. General knowledge of the Buffalo Bill Historical Center.
3. General knowledge of Cody and the Region.
4. Previous experience working with the public.
5. Demonstrated willingness to work cooperatively and collaboratively
6. Should be presentable and personable.
7. Diplomacy and tact are essential.
8. Cashiering experience
9. Skill in basic computer operation and operation of a desk calculator.
10. Ability in organization and oral communication skills
11. Employee typically sits, stand, or stoops; occasionally lifts objects weighing 10 – 25 pounds.