



Job Title: Crew Member - Guest Experience
Reports to: Museum Supervisor
Location: Delta Flight Museum, Atlanta, GA

Employment Type: Contingent Worker / Part- Time
Department: Operations

Position Overview

The Crew Member - Guest Experience serves as a front-line representative of the museum, responsible for creating a positive, informative, and welcoming guest experience. The ideal candidate is outgoing, engaging, helpful, and genuinely enjoys interacting with people. They are action-oriented, self-motivated, and committed to delivering excellent guest service. This role requires availability for a mix of daytime, late night shifts, weekends, and some holiday shifts.

Job Responsibilities

- Warmly Greet all guests and deliver exceptional customer service throughout their museum experience
- Interact with guests and initiate conversations
- Maintain presence on exhibit floor, unless otherwise directed
- Maintain high standards of service under the direction of the Leadership
- Conduct tours and provide relevant information and answer questions
- Sell admission tickets and experiences
- Direct guests to exhibit locations, restrooms, and facility amenities
- Handle guest inquiries, feedback, and complaints professionally and escalate when necessary
- Support crowd control and line management during peak hours, school visits, or special events
- Monitor guest activity to ensure safety and adherence to museum policies and rules
- Event Set up and break down; this includes physically moving, loading and unloading tables and chairs with team lift assist.
- Help maintain the cleanliness and appearance of all public facing areas, including the front desk, exhibit cases, and all entryways
- Build and maintain a strong understanding of all exhibits, programs and services offered by the museum
- Step into various roles as needed to maintain smooth operations
- Participate in public facing storytelling and communication efforts when required
- Stay informed of schedules, updates and pertinent notifications via text, telephone and email
- Participate in morning meetups, staff meetings, Delta required training and museum training
- Follow all museum policies, procedures, and service standards to ensure a consistent and safe guest experience
- Perform other related duties as assigned

Knowledge, Skills, Attributes & Abilities

- Excellent communications and interpersonal skills
- Minimum of one-year face-to-face customer service experience
- Comfortable with public speaking and engaging groups of varying sizes
- Team oriented and dependable

- Confident, energetic and engaging presence
- Basic computer skills (POS/ ticketing system, email, simple data entry)

Education & Experience

- 1-2 years customer service experience
- Experience working in museums, visitor attractions, event venue, or similar environments

Physical / Working Conditions

- Ability to operate exhibit mechanisms or interactive components as needed
- Ability to safely move folding chairs and tables with team lift assistance
- Work occurs in a public environment with crowds, noise, loud music and frequent guest interaction

Position Details

- Must have a broad availability, including days, nights, weekends, and holidays
- Availability is considered a commitment and is not expected to change month-to-month
- Must be available to work a minimum of 4 shifts per week
- Pay Rate \$15.00/hr

Employer Information

The Delta Flight Museum is a 501(c)(3) nonprofit organization.

This position is through [AllSource PPS](#), an AgileOne company, and does not come with Delta Air Lines flight benefits.

How to Apply:

- Email resume and letter of interest to: museum.delta@delta.com
- Resumes will be accepted until position is filled.