

Title: Cana Island Crew Member (seasonal position)

Reports to: Site Manager

SUMMARY

To carry out collection of fees, monitoring/coordinating of visitor activity, and collection/registering of museum store sales at the historic Cana Island Light Station; greet visitors and answer questions about the lighthouse and its history; ensure a safe enjoyable experience for visitors.

RESPONSIBILITIES AND DUTIES:

Admissions

- Warmly greet visitors
- Communicate general information and history of Cana Island Light Station and Door County Maritime Museum
- Explain the fee structure and tower times
- Notify visitors of tower delays
- Collect fees and make change accurately and efficiently
- Maintain radio contact with store and tower personnel
- Maintain accurate records of visitor count and monies received
- Be able to explain and answer questions on the history of Cana Island
- Upon guests departure – thank them, solicit questions and comments
- Responsible for keeping area neat and clean at all times
- Always ensure a positive visitor experience

Tower Guide – Bottom of the tower

- Ensure visitor safety at all times
- Explain tower climbing safety rules
- Group visitors in coordination with top of tower guide
- Be able to explain and answer questions on the history of Cana Island
- Responsible for keeping area neat and clean at all times
- Maintain radio contact with the top of the tower guide
- Always ensure a positive visitor experience

Tower Guide – Top of the tower (Watch Room and Parapet)

- Ensure visitor safety at all times
- Limit access to the fresnel lens, prevent access to the lamp deck
- Coordinate visitors with bottom tower guide
- Maintain radio contact with bottom of the tower guide and admissions
- Be able to explain and answer questions on the history of Cana Island
- Responsible for keeping area neat and clean at all times

- Always ensure a positive visitor experience

Lighthouse Store clerk

- Process all store sales and make change accurately and efficiently
- Complete all store transactions using correct cash register methods
- Process all add on admission sales
- Maintain radio contact with admissions
- Restock store displays as needed
- Advise Site Manager of out of stock and/or low stock items
- Be able to explain and answer questions on the history of Cana Island
- Responsible for keeping area neat and clean at all times
- Always ensure a positive visitor experience

SKILLS AND ABILITIES:

- Knowledge and experience in customer service
- Demonstrates resourcefulness, good judgment, and excellent interpersonal and communications skills
- Excellent public relations and customer service skills, including customer service concepts and techniques
- Good problem solving skills
- Ability to work independently and collaboratively

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. While performing the duties of this job, the noise level in the work environment is usually quiet.

PHYSICAL DEMANDS:

The physical demand described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to stand and reach with hand and arms. The employee is regularly required to use hands to finger, handle, or feel objects, tools or controls; and talk or hear. The employee is occasionally required to walk and sit.

The employee must occasionally lift and/or move up to 40 pounds.

Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.