



Door County Maritime Museum

Title: Death's Door Maritime Museum (Gills Rock) Front Desk Sales Clerk

Reports to: Store Manager

SUMMARY

The museum's Front Desk Sales Clerk enriches the visitor's experience by consistently delivering top-notch customer service to visitors when they enter the museum. Enthusiastically greets and welcomes visitors while accurately managing cash and credit card sales of admissions, memberships, retail sales and special events. They handle inquiries, consider the needs of visitors, make recommendations and demonstrate strong communication skills.

RESPONSIBILITIES AND DUTIES:

Customer Service

- Smiles and says hello! Exemplifies outstanding customer service and proactively anticipates the needs of visitors while maintaining the highest level of professionalism and support.
- Maintains a sound knowledge of the museum's various admission fees and options and provides information and guidance during the transaction.
- Assists with cash and credit card transactions in a responsible manner following established policies and procedures in a fast-paced environment.
- Regularly communicates with management about visitor experiences including their ideas and concerns.

Sales and Accountability

- Maintains an expert level of knowledge and proficiency in the museum's admissions and retail store's computer system.
- Responsible for helping to meet and/or exceed earned income goals by promoting museum memberships, programs, school and group experiences and special events.
- Listens and talks with visitors about their needs, ideas and concerns in order to recommend the most appropriate experiences, programs and services.
- Responsible for cash handling tasks including opening and closing drawers and counting cash.
- Maintains a thorough knowledge of the museum's exhibit content and programs and takes accountability for learning relevant content.

- Consistently punctual, dependable and prepared for scheduled shifts, meetings, events or programs.

Teamwork and Collaboration

- Ensures accuracy of data entry and supports marketing team in gathering data to support marketing efforts.
- Ability to work in a fast paced environment while maintaining a friendly and professional attitude.
- Helps organize and restock front desk supplies and maintains a neat, presentable and welcoming front desk area.
- Straighten and restock the retail store as needed.

SKILLS AND ABILITIES:

- Knowledge and experience in customer service, general sales or retail.
- Excellent public relations and customer service skills, including customer service concepts and techniques.
- Strong computer skills and a proven ability to learn new computer systems and software.
- Demonstrates resourcefulness, good judgment, and excellent interpersonal and communications skills. Can effectively listen and interpret the needs of the customer and make appropriate recommendations.
- Self-motivated with a strong work ethic; ability to be both helpful and assertive when promoting museum membership, programs and events.
- Good problem solving skills.
- Ability to work independently and collaboratively.
- Shows sensitivity to diversity including individuals with physical challenges or special needs.

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 outside environment may be encountered to include adverse weather conditions.

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.

HOW TO APPLY

Qualified applicants are encouraged to apply by sending a resume to:

Attn: Amy Paul, Executive Director

Door County Maritime Museum & Lighthouse Preservation Society

120 North Madison Avenue, Sturgeon Bay, WI 54235

Tel: 920-743-5958 | apaul@dcm.org | www.DCMM.org