



Door County Maritime Museum

EMPLOYMENT OPPORTUNITY

Title: Visitor Services Associate (PT-Non-Exempt)

Reports to: Retail Sales & Visitor Services Manager / Executive Director

SUMMARY

The museum's Visitor Services Associates work in a variety of roles to meet the overall needs of the museum. This position is within the Retail and Visitor Services department, and also assists with other needs of the museum when needed.

Our Visitor Services Associates are capable in all areas related to operation of the museum's admission desk, retail store, and overall guest experience at the museum. These staff members are the "face of the museum" and interact with museum guests, donors, and museum volunteers.

This is a part-time position, with approximately 20-hours per week. These positions may also be year-round or seasonal.

RESPONSIBILITIES AND DUTIES:

- Trained to fulfill all duties required while at the Admissions Desk, including museum admissions, store sales, and guest interactions.
- Announce and convey to guest various tour options and times for the tug John Purves, as well as the Jim Kress Maritime Lighthouse Tower.
- Provide excellent customer service; promote the museum's mission and vision in all activities.
- Regularly communicates with management about visitor experiences including their ideas and concerns.
- Assist Retail Sales & Visitor Services management team with receiving, transferring and preparing merchandise for transport.
- Create engaging and visually appealing retail displays.
- Perform other duties as assigned by the Retail Sales & Visitor Services Manager or Senior Museum Leadership.

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 revenue goals by promoting museum memberships, programs, school and group experiences and special events.
- 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 to share with guests.

- 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.

Capabilities

- 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.

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:

Cassie Buntin

Retail Sales & Visitor Services Manager

Door County Maritime Museum & Lighthouse Preservation Society

120 North Madison Avenue - Sturgeon Bay, WI 54235

cbuntin@dcmmm.org