



Door County Maritime Museum

Title: Cana Island Visitor Services Crew (PT-Non-Exempt/Seasonal)

Reports to: Cana Island Site Manager & Visitor Services Manager

SUMMARY

Cana Island Visitor Services Associates work in a variety of roles to meet the overall needs of the Cana Island Light Station and the Door County Maritime Museum. Our Visitor Services Associates are engaging, and highly capable in all areas related to operation of the admission desk, retail store, and customer service; creating positive and memorable experiences for our guests. These staff members are the “face of Cana Island & the Museum” and interact with all guests, many of our donors, as well as our museum volunteers.

This is a part-time position.

Employees may work 8-24 hours per week.

These positions are seasonal (late April through October 31st)

RESPONSIBILITIES AND DUTIES:

- Ability to work in a fast paced environment while maintaining a friendly and professional attitude;
- Handle cash and credit card transactions at the Admissions Desk, including admissions, store sales, and guest interactions;
- 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 and delays;
- Maintain radio contact with store and tower personnel;
- Maintain accurate records of visitor count and monies received;
- Responsible for keeping area neat and clean at all times;
- 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 other crew with receiving, and preparing merchandise for sale;
- Perform other duties as assigned;
- Maintains an expert level of knowledge and proficiency in the museum’s Point of Sale computer system;
- Assist museum in meeting goals by promoting museum memberships, programs, school and group experiences and special events;

- Be accountable for cash handling, including opening and closing drawers, counting cash, making deposits, making sure enough change is in the drawer;
- Consistently punctual, dependable and prepared for scheduled shifts, meetings, events or programs;

ADDITIONAL DUTIES

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;

CAPABILITIES

- Excellent public relations and customer service skills, including customer service concepts and techniques;
- Strong computer skills and a ability to learn Point of Sale 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;

MISSION STATEMENT

Door County Maritime Museum & Lighthouse Preservation Society, Inc. preserves Great Lakes maritime history, primarily focusing on Door County, Wisconsin, and provides interpretive and educational opportunities for current and future generations.

VISION STATEMENT

It is the vision of the Door County Maritime Museum to provide and perpetuate the best maritime museum experiences on the Great Lakes.

DCMM TEAM VALUES

The strength and flexibility of our team allows us to meet new challenges with success.

We keep an open mind, recognize, and maximize our individual strengths. We over-communicate, and utilize the unique skills each of us contributes to our team's strength.

We keep it positive, and we respect each other.

TO APPLY:

Send cover letter, resume and relevant information to:

Kevin Osgood, Executive Director at kosgood@dcmm.org

Or send to the museum street address.