



Door County Maritime Museum

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

Reports to: Visitor Services Manager

SUMMARY

The museum's Visitor Services Associates work in a variety of roles to meet the overall needs of the museum. Our Visitor Services Associates are engaging, and highly capable in all areas related to operation of the museum's admission desk, retail store, and customer service; creating positive and memorable experiences for museum guests. These staff members are the "face of the museum" and interact with all guests, many of our donors, as well as our museum volunteers.

This is a part-time position, with approximately 20-25 hours per week. These positions may be year-round or seasonal.

RESPONSIBILITIES AND DUTIES:

- Handle transactions 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 management with receiving, transferring and preparing merchandise for sale or transport to other Museum store locations;
- Perform other duties as assigned;

Sales and Accountability

- Maintains an expert level of knowledge and proficiency in the museum's Point of Sale computer system;
- Responsible for helping to meet revenue 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;

- 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

- 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;

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. There will be times when this position is expected to travel or work off-site and as such may be subject to various climates including winter exposure.

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 hands 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, sit, and climb stairs/ladders. 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.

*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 STRENGTH**.
We **KEEP IT POSITIVE**, and we **RESPECT** each other.*