

**Montshire Museum of Science**

Position Announcement

Posting Date: March 1, 2023

## Seasonal Visitor Service Associate

The Montshire Museum of Science in Norwich, Vermont seeks an enthusiastic and engaging individual with interest in customer service to join our vibrant Visitor Services team as a seasonal Visitor Service Associate.

Seasonal Visitor Service Associates support the Montshire during its busiest time of year. They are part of the team responsible for greeting and orienting visitors; selling admissions, memberships, and merchandise from the museum store; providing general support for museum operations, and ensuring visitors enjoy their time on the Montshire property.

*This is a part-time, temporary, non-benefited position that works 16-28 hours a week, ~May-August. Holidays, weekends and evening shifts are required.*

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### **Application Instructions Seasonal Visitor Service Associate**

We welcome your application for the position of **Seasonal Visitor Service Associate** at the Montshire Museum of Science.

Please review the position description and attach PDFs of the following items to submit as your application:

- 1-2 paragraphs describing how your attitude, expertise and/or interest in the Montshire supports the duties and responsibilities listed for the position. If desired, applicants are welcome to visit our website at [montshire.org](http://montshire.org) to familiarize yourself with the museum.
- Resume
- 2-3 names of references. Please provide affiliation/job title, mailing address, phone number and email address (letters of reference are neither required nor accepted—we will contact references directly).

Please email your application materials as PDF attachments to [jobs@montshire.org](mailto:jobs@montshire.org).

**Applications will be reviewed upon receipt.**

- Target start date (flexible) is the end of May, 2023. Target end date (flexible) is the end of August, 2023.

Thank you for your interest in the Montshire Museum of Science. We look forward to reviewing your application!

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## **Position Description** **Seasonal Visitor Services Associate**

**DEPARTMENT:** Visitor Services

**SUPERVISOR:** Director of Museum Operations and Visitor Experience

This position provides seasonal staffing in the Montshire's Visitor Services department, a dynamic team of employees who directly support positive visitor experiences. On a daily basis, **Visitor Service Associates** build the Montshire's welcoming and inviting ecosystem by providing a range of front-facing service tasks for museum visitors including sales of admission, membership and store products.

### **RESPONSIBILITIES**

- Greet and orient a variety of guests from all ages, backgrounds and cultures
- Respond appropriately to visitor questions and concerns
- Conduct sales and process payments efficiently and accurately
- Explain and promote Museum membership sales and upgrades
- Proactively stock, prepare and tidy the Museum Store
- Take direction and correction from Lead Visitor Service Associate
- Shift seamlessly between admission tasks and museum store tasks throughout the day
- Support other Museum departments as assigned
- Support and adhere to all museum policies, including visitor safety protocols and standardized workflows
- Stay up-to-date on policy changes and Museum news to better assist visitors

### **KNOWLEDGE, SKILLS AND EXPERIENCE REQUIREMENTS**

- Able to function as collaborative member of a high-functioning team, including learning and adhering to museum protocols and policies
- Positive, problem-solving attitude; patient and poised in a variety of circumstances
- Experience working in retail position and/or not-for-profit administration a plus
- Computer literate and able to fully utilize hardware, platforms and processes including Shopify, FileMaker, and more.
- Communicate in an empathetic manner in person, over the phone and by email
- Take constructive direction as needed from Director and Lead Visitor Service Associate to ensure consistency and accuracy
- Have a sense of humor balanced with genuine respect and care for self and others
- Have reliable transportation to and from the Montshire

## **WORKING CONDITIONS**

- Family-friendly, hands-on museum environment. Often high energy and busy, with occasional slower periods.
- Frequent interruptions and redirection, shifting priorities to address visitor questions and needs
- Shifts range from 4-7 hours, 3-5 days a week and may include opening the front desk
- Work requires combination of stationary placement and movement over wide range of motion; able to transport large boxes of supplies
- Schedule will include weekends and flexes from week to week
- Approachable, supportive co-workers in a collaborative, person-centered environment
- Attention to health and safety for all staff as well as for guests
- Complimentary membership to the Montshire
- All Montshire employees are subject to a criminal background check
- Montshire Museum of Science requires all employees and volunteers be fully vaccinated against COVID-19.

## **TIME COMMITMENT**

- Part-time, temporary, hourly/non-exempt position
- This position will work a flexible schedule. The museum is open 7 days a week, 10am-5pm, including holidays.
- Shifts will vary from week to week

## **SALARY AND BENEFITS**

\$15.00/hour, non-exempt, non-benefited.

**The Montshire Museum of Science is an Equal Opportunity Employer with a passionate commitment to diversity, equity, and inclusion.**