

Montshire Museum of Science

Position Announcement

Posting Date: March 1, 2023

Visitor Service Associate and Event Assistant

The Montshire Museum of Science in Norwich, Vermont seeks an enthusiastic and engaging individual with experience in customer service and/or not-for-profit cultural institutions, as well as with event rentals, to join our vibrant Visitor Services team as a Visitor Service Associate and Event Assistant.

Visitor Service Associates 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 have what they need to enjoy their time on the Montshire property. The Event Assistant will work closely with the Director of Museum Operations and Visitor Experience to coordinate, prepare and execute all aspects of external rental events.

This is a full-time (37.5 hrs/wk) hourly position that includes full Montshire benefits. Holidays, weekends and evening shifts required, as is occasional travel.

Application Instructions

Visitor Service Associate and Event Assistant at Montshire Museum of Science

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

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

- Letter of interest that describes how your attitude and expertise supports the duties and responsibilities listed for the position. If desired, applicants are welcome to visit our website at 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 beginning March 16th and will continue until position is filled. Target start date is April, 2023 (flexible).

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

Position Description **Visitor Services Associate/Event Assistant**

DEPARTMENT: Visitor Services

SUPERVISOR: Director of Museum Operations and Visitor Experience

This position provides staffing in two aspects of the Montshire's Visitor Services department, a dynamic team of employees who provide service towards positive visitor experiences. On a daily basis, **Visitor Service Associates** support the Montshire's welcoming and inviting ecosystem by providing a range of front-facing service tasks for museum visitors. This collaborative team also supports and promotes the work of other Museum departments and volunteers. The **Event Assistant** provides support for all aspects of external rentals of the Museum and grounds, including booking birthday parties and after-hours rentals, negotiating and advancing contracts, and working during the event to provide contracted services. This position also solicits rental clients and promotes sales.

RESPONSIBILITIES

Visitor Service Associate (VSA)

- Greet, admit 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
- Cross-train across all areas of Visitor Service, including safety trainings, opening and closing duties and staffing after-hour Montshire programming
- 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 events, classes and changes at the Museum by reading email, attending meetings, etc.

Event Assistant

- Promote sales of the Montshire's external rental program, including after hours rentals and birthday parties
- Collaborate with Director to shepherd events through pipeline: from inquiry to contract, from contract to advancing; from advancing to hosting on day of event

- Adhere to museum policies and procedures around booking and executing event rentals; contribute thoughtfully to policy updates
- Collaborate with all other museum departments, including Facilities
- Communicate clearly, concisely and accurately by email, phone and in person
- Be present on the day of events to ensure contractual obligations are delivered, from greeting vendors upon arrival to assisting with room clean up.
- This position may require offsite meetings and tasks; access to reliable transportation and a valid driving license are required

KNOWLEDGE, SKILLS AND EXPERIENCE REQUIREMENTS

- Able to successfully complete tasks collaboratively or independently
- Excellent decision making ability and critical thinking skills that take all stakeholders into account and supports mission of the Montshire
- Experience working in front-facing retail and/or not-for-profit administration
- Experience managing events and/or venue rental, including all aspects of contracting, invoicing and communication
- Experience in sales/promotion/outreach a plus
- Personable; comfortable promoting rental program to a variety of audiences, both digitally and in person, with goal of increasing sales
- Computer literate and able to fully utilize a variety of platforms and processes including Shopify, FileMaker, etc.
- Communicate in an empathetic manner in person, over the phone and by email
- Take direction when and as needed from Director and Lead Visitor Service Associate to ensure consistency and accuracy; provide feedback to leadership
- Sense of humor balanced with genuine respect and care for self and others
- Completed high school or GED
- CPR and First Aid training is a plus
- Access to reliable transportation

WORKING CONDITIONS

- Family-friendly, hands-on museum environment. Often high energy and busy, with occasional slower periods.
- There is no supervision of other staff in this position
- Frequent interruptions and redirection, shifting priorities to address visitor questions and needs
- Work requires combination of stationary placement and movement over wide range of motion; able to transport large boxes of supplies and move tables and chairs with assistance
- Work schedule will include nights and weekends and flex from month to month
- Scope of work is both inside the museum and seasonally outside on the museum grounds
- The time committed to each area of work (VSA and Event Assistant) will shift depending on needs in each area, time of year, etc.
- Approachable, supportive co-workers in a collaborative, person-centered environment
- Mileage reimbursement when using personal vehicle for approved business purpose

- Training and regular forums and other outlets for staff to share and give feedback
- 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

- Full-time, hourly (non-exempt) position (~37.5 hours/week)
- This position will work a flexible schedule; the museum is open 7 days a week, 10am-5pm.
- Shifts will vary from week to week and include some early mornings, evenings, holidays and weekends

SALARY AND BENEFITS

\$18.50/hour, non-exempt. Full Montshire benefits including health insurance, 403(b) retirement savings, paid sick leave, paid vacation and personal time, life insurance and short-and long-term disability insurance.

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