

Position Announcement

-Seasonal Visitor Service Associates

The Montshire Museum of Science in Norwich, Vermont seeks enthusiastic and engaging individuals 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.

Hourly position at \$16.00 per hour, non-benefited

EMPLOYMENT TERM

May-September (flexible start and end dates)

- Museum is open 7 days per week, 10am-5pm
- Flexible schedule including holidays, weekends & occasional evening shifts are required
- Shifts will vary from week to week

Application Instructions **Seasonal Visitor Service Associate**

We welcome your application for the position of **Seasonal Visitor Service Associate** at the Montshire Museum of Science. We anticipate hiring several people to assist us with visitors during our busiest time of the year.

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. Feel free to visit montshire.org for more information about the museum.
- Resume
- 2-3 names of references. Please provide affiliation/job title, mailing address, phone number and email address so we can reach out.

Please email your application materials as PDF attachments to jobs@montshire.org.
Applications will be reviewed upon receipt.

- Preferred start and end dates are mid-May to end of August, 2024.

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

Position Description **Seasonal Visitor Services Associate**

DEPARTMENT: Visitor Services

SUPERVISOR: Director of Museum Operations and Visitor Experience

DESCRIPTION

This position provides seasonal staffing support in the Montshire's Visitor Services department, a dynamic, collaborative team. On a daily basis, **Visitor Service Associates** contribute to an ecosystem of belonging by completing a range of front-facing service and retail tasks. VSAs are self-motivated, responsible, and helpful pillars of the Montshire community.

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, maintain and tidy the Museum Store
- Shift seamlessly between admission tasks and museum store tasks throughout the day
- Support other VSAs and Museum departments as needed or requested
- Learn, support and adhere to all museum policies, including learning and assisting visitors with Montshire safety protocols (injuries, fire evacuation, lost child, etc.)
- Attend regular staff meetings

KNOWLEDGE, SKILLS AND EXPERIENCE REQUIREMENTS

- Able to fully engage, both independently and as a collaborative member of a high-functioning team
- Handle a high-degree of change and ever-shifting situations, some predictable, some not
- Must be able to assist visitors in understanding and adhering to museum policies
- Positive, problem-solving attitude; patient, poised and paying attention at all times
- Experience working in retail or other front-facing service job a plus

- Computer literate; able to confidently learn and utilize hardware, platforms and processes, including Shopify, FileMaker, in a changing environment
- Communicate clearly and empathetically in person, over the phone and by email
- Take constructive direction from Director and Lead Visitor Service Associate
- Take personal initiative to find and complete tasks and handle situations as they arise
- Assume good intentions, have a sense of humor, ask for what is needed, and possess genuine respect and care for self and others
- Have reliable transportation to and from the Montshire

WORKING CONDITIONS

- Family-friendly, hands-on museum environment. High energy, fast-paced and busy
- Frequent interruptions and redirection; constant need to balance repetitive tasks and workflows with unpredictable visitor questions and needs
- Physical job requirements:
 - Clarity of vision, particularly near vision;
 - Ability to hear and speak (phone and in person) in a loud environment
 - Stationary placement and long periods of standing, as well as movement over a wide range of motion—reaching, squatting, twisting, etc.
 - Use of fine and gross motor skills
 - Transport large boxes of supplies, including carrying ~ 20lbs
- Shifts range from 4-7 hours (not including breaks), 3-5 days a week
- Flexible schedule includes weekend day(s) and may change from week to week
- Approachable, supportive co-workers in a collaborative, person-centered environment
- Training in all aspects of work duties
- 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.

SUPERVISION OF OTHERS

This position requires no supervision of other staff.

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

\$16.00/hour, non-exempt, non-benefited.

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