



Application Instructions
Seasonal Visitor Service Associate
at Montshire Museum of Science

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

Please review the attached position description and include the following items as your application:

- Short (1-2 paragraphs) statement of interest that describes who you are and what you feel you bring to the position in terms of benefits and expertise. Applicants are encouraged to visit our website at montshire.org if you are unfamiliar with the museum.
- Resume
- 2-3 names of references, preferably from past or current jobs, and their email address and phone number (letters of reference are not required nor accepted).

Please email your application materials as Word or PDF files to mary.gaetz@montshire.org. Applications will be reviewed upon receipt.

- Please do not send application materials as text in the body of an email.
- Ideal candidates are available to start in May or early June and can work through mid-late August.

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



Job Description

Seasonal Visitor Services Associate

DEPARTMENT: Visitor Services

SUPERVISOR: Director of Museum Operations and Visitor Experience

Seasonal Visitor Services Associates are members of the team actively providing customer service at the admissions desk and in the Museum Store, contributing to a high-quality museum experience for all guests.

RESPONSIBILITIES

On a daily basis, Visitor Service Associates support the museum ecosystem in a variety of ways, including but not limited to:

- Greeting, admitting and orienting a variety of guests from all ages, backgrounds and cultures.
- Responding appropriately to visitor questions and concerns
- Conducting sales in the Museum Store. Processing payments (cash, check, PO, credit card) efficiently and accurately, including counting back change for cash sales
- Able to cross-train across all areas of Visitor Service
- Explaining advantages of Museum membership, promoting sales and upgrades as appropriate
- Proactively stocking, restocking, preparing and tidying the Museum Store
- Shifting seamlessly between admission tasks and museum store tasks throughout the day
- Active movement: lifting, reaching, bending, walking, standing
- Staying up-to-date on the latest improvements and changes at the Museum by reading email and participating in meetings, training, etc.

KNOWLEDGE, SKILLS AND EXPERIENCE REQUIREMENTS

The Montshire is looking for applicants who:

- Work well in a team; genuinely want to help coworkers and guests alike
- Have a genuine interest in the Montshire and its work across all departments
- Have experience working in a front-facing retail position and/or not-for-profit organization; experience with point-of-sale systems preferred
- Able to confidently handle payments in all forms and be accurate in all financial transactions, including counting back change for cash transactions
- Are computer literate and able to learn new programs and commit to ongoing learning
- Able to work a flexible schedule
- Communicate well with others in an empathetic manner and encourage positive experiences
- Have a sense of humor as well as respect for self and others

The Montshire Museum of Science requires that all employees and volunteers be fully vaccinated against COVID-19.

WORKING CONDITIONS

- Family-friendly, hands-on museum environment. Usually high energy and busy, with occasional slower periods as well.
- Frequent interruptions and redirection, giving priority to visitor questions and needs
- Working on feet for majority of shift; able to lift and carry large boxes of supplies (~20-30 lbs)
- Majority of work is indoors, but some work may be required outdoors in spring/summer months
- Approachable, supportive co-workers striving for a collaborative, team-centered environment
- Training in all aspects of work, as well as 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

TIME COMMITMENT

Hours: The admissions desk is staffed 7 days a week. This position will work ~4 shifts each week; shifts range from 4–7 hours and may vary from week to week. Position is ~25 hours/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.