

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 job description and attach PDFs of the following items to submit 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 from past or current jobs, and their email address and phone number (letters of reference are neither required nor accepted).

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

- Target start date is mid-late September, 2022

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

Job Description

Visitor Services Associate/Event Assistant

DEPARTMENT: Visitor Services

SUPERVISOR: Director of Museum Operations and Visitor Experience

On a daily basis, **Visitor Service Associates** support the museum ecosystem in a variety of ways. They 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, as well as for staff and volunteers. The **Event Assistant** provides logistical and planning support to the Director of Museum Operations and Visitor Experience for all aspects of external rentals of the Museum and grounds, including working during events.

RESPONSIBILITIES

Visitor Service Associate

- 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, credit card) efficiently and accurately, including counting back change for cash sales
- Able to cross-train across all areas of Visitor Service, including opening and closing duties
- 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.

Event Assistant

- Learning and adhering to museum policies and procedures around booking and executing event rentals
- Coordinating with other museum departments
- Communicating by email and phone with Renters in advance of their event to do walk throughs and confirm their set up needs
- Communicating by email and phone with vendors ahead of arrival to ensure smooth arrival, set up and departure
- Greeting and orienting vendor, renter, and guests on the day of the event
- Assisting as needed during the event with audio/visual and other equipment needs
- Assisting Museum facilities staff with set up and breakdown of event fixtures
- Complete associated paperwork and follow up

KNOWLEDGE, SKILLS AND EXPERIENCE REQUIREMENTS

- 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
- Possess experience managing events including contracting, renter/vendor communication and internal communication procedures
- 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 and work in multiple computer programs and processes, including new programs, and commit to ongoing learning; experience working with Shopify and Excel a bonus
- 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

- Ability to contribute to pertinent discussions, including ability to collaborate and compromise
- Preferably have completed high school or have an equivalent education; CPR and First Aid training is a plus.

WORKING CONDITIONS

- Family-friendly, hands-on museum environment. Usually high energy and busy, with occasional slower periods as well.
- This position will include time at a computer/phone/desk working independently, as well as time working with the VSA team at the front facing admission desk.
- Frequent interruptions and redirection, shifting priority to address visitor questions and needs
- Working on feet for majority of shift; able to lift and carry large boxes of supplies and, with assistance, able to move/set up tables and chairs for events
- Scope of work is both inside the museum and outside on the museum grounds
- Ideally, split between jobs (VSA and EC) is 50/50 but it may shift seasonally depending on needs in each area
- Approachable, supportive co-workers striving for a collaborative, team-centered environment
- 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 position (~37.5 hours/week)
- This position will work a flexible schedule
- Shifts will vary from week to week and will include some early mornings, evenings and weekends

SALARY AND BENEFITS

\$16.00/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.