



## Job Description

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| Title:             | Guest Experience Assistant  |
| Reports to:        | Guest Experience Manager  |
| Employment Status: | Part-time/hourly, Nonexempt   |
| Regular Hours:     | 30 hours/week, must have weekend availability   |
| Primary Functions: | Work with the Guest Experience Manager to ensure the best possible visitor experience. Will be the Manager on Duty at the museum on some days but will also work the front desk other days.   |
| Requirements:      | <p>Must have:</p> <ul style="list-style-type: none"><li>▪ High school diploma, some years of college</li><li>▪ Customer service experience</li><li>▪ Supervisory experience</li><li>▪ Strong cash management skills</li><li>▪ Good communication skills</li><li>▪ Positive and professional attitude</li><li>▪ High level of organization</li></ul>   |
| Work Performed:    | <p>Guest Services</p> <ul style="list-style-type: none"><li>▪ Manage the museum front desk</li><li>▪ Open and close the museum and troubleshoot any technology or physical issues throughout the day</li><li>▪ Work at the front desk as necessary</li><li>▪ Work directly with visitors and promote the museum's customer service expectations</li><li>▪ Work with the Guest Experience Manager on attendance reports and analytics</li><li>▪ Assist in managing volunteer staff</li><li>▪ Assist in developing and executing museum programs and events</li></ul> |

- Promote, book, and coordinate groups visiting the museum
- Train for and provide tours to the public or groups as needed
- Assist with museum special events, rental events, etc.
- Represent the museum at PR events as needed
- Be able to lift and carry up to 50lbs. and spend most of the day walking and standing
- Other duties as assigned

To apply, send your resume to Katie Schoorl, Guest Experience Manager, at [katie@historymuseumonthesquare.org](mailto:katie@historymuseumonthesquare.org).