

Job Posting
Visitor Service Associate

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 to join our vibrant Visitor Services team as a Visitor Service Associate.

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.

This is a full-time, prorated benefited position that works ~37.5 hours a week. Holidays, weekends and occasional evening shifts are required.

Application Instructions

Visitor Service Associate at Montshire Museum of Science

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

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

- 1-2 paragraphs describing how your attitude, experience, expertise and/or interest in the Montshire 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. Applications will be reviewed upon receipt; goal is to hire someone immediately.

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

Job Description Visitor Services Associate

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.

RESPONSIBILITIES

- Greet, admit and orient a variety of guests from all ages, backgrounds and cultures.
- Respond appropriately to visitor questions and concerns
- Conduct sales. Processing payments (cash, check, credit card) efficiently and accurately, including counting back change for cash sales
- Take direction well, and cross-train across all areas of Visitor Service, including opening and closing duties
- Explain advantages of Museum membership, promoting sales and upgrades as appropriate; assist shoppers in the Museum Store
- Proactively prepare merchandise, stock and tidy the Museum Store
- Shift seamlessly between completing a variety of admission tasks and museum store tasks throughout the day; proactively seek tasks as needed
- 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

- Work well in a team; possess personal initiative and responsibility to support coworkers and guests alike
- Take direction well from supervisors; able to ask questions, learn and adapt quickly
- Treat all staff and visitors appropriately; value respect and equity
- Genuine interest in the Montshire Museum
- Communicate from a place of empathy and encourage positive experiences
- Have a sense of humor and respect for self
- Experience working in a front-facing retail position and/or not-for-profit organization; experience with point-of-sale systems preferred
- Confidently handle payments in all forms and be accurate in all financial transactions
- Computer literate and able to work in multiple programs and platforms
- Able to work a flexible schedule
- Preferably have high school diploma or equivalent education/experience; CPR and First Aid training a plus

WORKING CONDITIONS

- Family-friendly, hands-on museum environment. High energy and busy, with slower periods
- Frequent interruptions and redirection, prioritizing visitor questions and needs
- Working on feet for majority of shift: bending, reaching, lifting, as well as carrying 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; inappropriate behavior is not tolerated
- Complimentary membership to the Montshire and 25% discount in Museum Store
- 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 generally work Thursday - Monday
- Periodic extra shifts, including early mornings and evenings, are required, as are holidays.
- Shifts are generally 8 hours long, including a 30 min unpaid meal break
- Each shift falls within the hours of 8:30 am - 6:00 pm (usually 9 - 5 or 9:30 - 5:30)

Salary and Benefits

Starts at \$18.50/hour, non-exempt. Montshire benefits include health insurance, 403(b) retirement savings, paid sick leave, paid vacation, holiday pay, 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.