

**FLSA Classification:**  
Non Exempt, Part Time (up to 25 hours)  
**Job Description Revision Date:**  
July 15, 2017  
**Salary Scale:**  
AAM 2017 Salary Survey  
Visitor Services Associates  
FTE \$24,000 - \$29,000  
\$11.00 - \$13.00 per hour



## **Museum Associate Job Description:**

### **Position Description Overview:**

Museum Associates are the primary staff team members to interface with the museum guests. They welcome guests to the museum, work museum programs and event rentals, sell merchandise and tour tickets, and answer general inquiries about local history, the museum, and community services from the visiting public.

Museum Associates assist with the daily operations of the museum, including opening and closing, guest relations, sales, customer service, and special events. Museum Associates work to achieve sales and create an exemplary guest experience while promoting the Association's mission.

### **Reporting Relationship**

The Museum Associates report to the Community Education Coordinator and work closely with all Museum Staff.

### **Experience, Qualifications, and Skills:**

The successful candidate will have demonstrable success in communication, customer service, and professional demeanor.

- 2+ years experience in the customer service industry, preferably at museums or other cultural institutions.
- Excellent writing, speaking, organizational, interpersonal, and cultural literacy skills.
- Ability to be a self-starter, work independently, solve problems, and work under a flexible work environment.
- Ability to stand for long periods of time and lift up to 30 pounds without assistance.

### **Position Description Specific Responsibilities:**

#### **50% Museum Services and Operations**

- Successfully follow direction and complete museum and store operations, policies, and procedures. Which includes performing daily exhibit and public

space walkthroughs, cleaning, replenishing interactive consumables, and ensuring that all exhibit components are working.

- Ensure that each guest receives outstanding services by providing a friendly environment from a knowledgeable staff that promotes product sales, accurate museum and program information, and genuine hospitality.
- Conduct cash handling and transact sales on the point-of-sale system quickly, accurately, and efficiently.
- Maintain daily reports, including guest demographics and delivering surveys as needed, and an accurate account of daily sales.
- Assist in inventory control; help to maintain an orderly and attractive museum space, store, and organized stockroom by keeping merchandise filled and neatly displayed.
- Provide superior customer service and offer resolutions to customer service issues.

### **50% Community Programs & Services**

- Demonstrate knowledge of and effectively communicate and promote the Coronado Historical Association's programs and services
- Professionally handle any issues with museum exhibits, programs, or visitors.
- Positively partner with Coronado Historical Association volunteers and staff; help deliver outstanding support to museum volunteers on a day to day basis.
- Serve as a representative for the Museum both internally and externally.
- Deliver Historical Walking Tours, implement museum educational programs, and provide logistical support for rental and museum events.
- Assist with special projects and events, including other duties as assigned.  
Weekend and evening hours required.

Job Type: Temporary

Salary: \$12.00 /hour

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