



Museum Associate Job Description

Museum Associates are the primary point of contact for museum guests. They play a crucial role in welcoming guests, facilitating museum programs and event rentals, selling merchandise and tour/program tickets, and addressing inquiries about local history, the museum, and community services. This role is vital in ensuring a high-quality guest experience while supporting the Coronado Historical Association's mission.

Key Responsibilities

Community Programs & Services (50%)

- Demonstrate and communicate a strong understanding of the Coronado Historical Association's programs and services.
- Professionally address guest concerns related to the museum, programs, or other issues.
- Collaborate effectively with museum volunteers and staff to deliver exceptional support and experiences.
- Serve as a professional representative of the museum both internally and externally.
- Lead historical walking tours, implement educational programs, and provide logistical support for rentals and museum events.
- Assist with special projects and events as needed. Weekend and evening hours are required.

Museum Services & Operations (50%)

- Adhere to and execute museum and store operations, policies, and procedures. This includes conducting daily walkthroughs and cleaning.
- Deliver outstanding guest service by providing accurate information, promoting museum programs, and fostering genuine hospitality.
- Process sales transactions efficiently and accurately using the point-of-sale system.
- Maintain accurate daily reports, including guest demographics, surveys, and sales records.
- Assist with inventory management, keeping the museum, store, and stockroom organized, clean, and well-stocked.
- Provide excellent customer service and effectively resolve guest issues.

Museum Associates report to the Executive Director and collaborate closely with all museum staff.

Experience, Qualifications, and Skills:

- Demonstrated success in communication, customer service, and maintaining a professional demeanor.
- Minimum of 2 years of experience in customer service, preferably in museums or cultural institutions.
- Strong written and verbal communication, organizational, interpersonal, and cultural literacy skills.
- Self-motivated and capable of working independently in a flexible environment.
- Ability to stand for extended periods and lift up to 30 pounds unassisted.

FLSA Classification: Non Exempt, Part Time (up to 18 hours)

Job Description Revision Date: July 15, 2017

Salary Scale: AAM 2017 Salary Survey, Visitor Services Associate

Salary: \$17.25/hour