



JOB DESCRIPTION

POSITION: Guest Experience Associate

SUPERVISED BY: Executive Assistant

SUPERVISES: n/a

STATUS: Part-time, hourly

This job description reflects current responsibilities. Duties are fluid based on board directive which is guided by strategic plans and best utilization of staff skills. The Wabash County Museum is an equal opportunity employer.

Position Summary:

In alignment with the Museum's mission, vision, values, and strategic plan, the Guest Experience Associate is responsible for overseeing the effectiveness, efficiency, and success in delivering quality visitor experiences both on site and virtually. All employees of the Wabash County Museum are responsible for supporting the goal to become a recognized leader in the museum industry.

Essential Duties and Responsibilities:

- Greets & welcomes visitors upon their arrival and helps orient them to the Museum.
- Assists visitors with way finding around the Museum.
- Provides information and monitors conduct of visitors and adherence to Museum policies.
- Accurately answer visitor questions regarding a wide variety of topics including general Wabash County history questions, directional questions and questions about tourism & other area attractions.
- Responds to visitor concerns, feedback and complaints in a professional manner.
- Provides professional, efficient, and approachable support and excellent customer service to visitors and staff alike.
- Provides general administrative support including answering phones, data entry, mailings, and other similar duties.
- Promotes Museum Membership to guests and efficiently manages new and renewal applications.
- Supports the Museum gift shop including operating the Point of Sale system, keeping store neat, alerting staff to low stock levels, and marketing items to guests and retail visitors.
- Collaborate effectively with all areas of the museum including facilities, collections, financial development, and general administration.
- Effectively represent the museum in both written and spoken communication.

Job Specifications:

- Must have excellent customer service skills.
- Must be a confident public speaker able to work with groups of all ages and backgrounds.
- Must be able to interact with various personality traits and continue to maintain a professional demeanor with both staff & visitors alike.
- Must be responsible, flexible, punctual and able to work well under pressure.
- Must possess a positive attitude.
- Proficiency in cash handling preferred.
- High School Diploma or GED required.
- Works independently or cooperatively as a team
- Shows initiative and the ability to meet deadlines with attention to details

- Exhibits organizational, collaborative and problem-solving skills
- Strong organization skills and proficient use of Microsoft Office tools, CRM (Bloomerang) and point of sale programs (Shopkeep)
- Shows passion for and commitment to the mission, vision, and values of the Wabash County Museum

Working Conditions:

- Frequently required to walk, sit, talk, and hear; frequently required to use hands to handle, feel, or operate objects, tools, or controls and to reach with hands and arms.
- Occasionally required to climb or balance, stoop, kneel, or crouch.
- Occasionally lifts and/or moves up to 25 pounds.
- Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

Work Environment:

- Noise level in the work environment is fairly quiet.
- Temperature and humidity levels are set for optimal collection conditions and are frequently cooler than average office environments.

Schedule

- May be required to occasionally work events in the evening or on Saturdays.

To apply, send resume and cover letter to: info@wabashmuseum.org.