The Guest Services Associate provides world-class customer service, serving as a brand ambassador, while attending to the needs of our museum guests and fellow staff. The Guest Services Associate ensures excellent customer service, timely responses to requests, and serves as the first point of contact for all of the Museum’s guests.

Major Duties and Responsibilities:
- Face the museum entrance and maintain a cheerful, professional, and helpful attitude while welcoming guests from all over the world.
- Welcome individuals, families, and adult and school group tours and prepare them for an excellent visit.
- Help our guests choose the best ticket option for their visit.
- Provide information on museum memberships, dining locations, directions and all other queries by our museum guests.
- Provide our guests with daily and seasonal activities happening at the museum.
- Anticipate and provide for the many various needs of our guests.
- Flexibility to adjust hours as needs of the museum warrant, including leaving early and starting later due to visitation fluctuations.
- Coordinate with multiple museum departments and assist as needed.
- Respond appropriately to visitor questions, comments, and concerns. Remain alert to any guest needs and situations that should be brought to the attention of management. Communicate visitor feedback using appropriate channels.
- Assist with daily operation needs (stock and maintain brochures, maps and other resource materials, answering emails and phone calls, set-up/break-down of member or public program events, etc.) and special event duties as required.

Qualification requirements:
- Prior register experience and public front-facing interaction, preferably in a museum setting, is preferred but not required.
- Must be helpful, courteous, enjoy serving the public, and be able to work as part of a team.
- Adhere to the Plimoth Patuxet dress code.
- Be punctual for all scheduled shifts.
- Exercise sound judgment about when to take breaks and where to be located during business hours.
- Demonstrates a professional attitude and enthusiasm for Plimoth Patuxet Museums.
- Always present an impression of readiness and availability to assist guests.
- Maintain a neat and organized workstation while performing numerous tasks.
- Attend all required training sessions and meetings.
- Maintain a basic historical knowledge to answer guest questions about the Wampanoag and the 17th New England colony.
- Perform all duties in a manner consistent with the museum’s Guest Relations Philosophy and customer service goals.
- The work environment requires walking and standing, some bending and lifting, some working outdoors.
- Strong interpersonal, listening and communication skills and the ability to work well as a member of a team are critical to this position.