Plimoth Patuxet Job Description

Title: Guest Services Associate  Department: Guest Services
Supervises: none  Status: Full-time/Seasonal
Reports to: Guest Services Director  FLSA status: Non-exempt

SUMMARY
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.

ESSENTIAL 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.

This outline description focuses on the primary duties of the position. It is not designed nor intended to include all duties and responsibilities inherent in satisfactory performance of the position. Management reserves the right to revise this job description from time to time as needed.

REQUIRED SKILLS
• 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.

EDUCATION and EXPERIENCE

- High School or Equivalent

CORE COMMITMENT

Whether part-time or full-time, year-round or seasonal, all staff and volunteers at Plimoth Patuxet advance the Museum’s educational mission and strategic goals; they uphold the museum’s core values and principles in their work and in all their interactions with the public and coworkers. This commitment helps to ensure that Plimoth Patuxet’s reputation for excellence is maintained and that we, as stewards of the Museum, are helping to create a relevant and sustainable future for Plimoth Patuxet. The core principles that guide us in our work are:

- Safety and Comfort
- Compassionate Customer Engagement
- Professional Excellence
- Personal Accountability
- Create a Culture of Philanthropy
- Teamwork

PHYSICAL REQUIREMENTS

The physical demands outlined here are representative of those that must be met by an employee to perform successfully the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Work sitting or standing, sometimes for extended periods of time.
- Capable of lifting and moving objects up to 25 pounds.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.

- Work is generally sedentary in nature, but may require standing and/or walking for up to 20% of the time.
- The working environment is generally favorable. Lighting and temperature are adequate, and there are no hazardous or unpleasant conditions caused by noise, dust, etc.
- Work is generally performed within an office environment, with standard office equipment.

ADDITIONAL REQUIREMENTS

- Enjoy working in a highly collaborative team environment.
- Consistently demonstrate a professional demeanor and diplomatic attitude with board and other volunteers, staff and guests.

__________________________________  ______________________________________
Employee Signature                                      Date