

SKAGIT COUNTY HISTORICAL MUSEUM

POSITION DESCRIPTION

December 18, 2018

“Our mission is to identify, collect, document and preserve objects of relevance, and to provide information reflecting the unique cultural history of Skagit County.”

Position Title: Museum Visitor Services Assistant

Report To: Museum Director

Part Time Position – 20 hours per week (11 AM to 4 PM) **Thursday through Sunday**

Non-exempt

Benefits – Vacation & Sick Leave. No medical, dental or retirement.

SUMMARY:

The primary responsibility of this position is to staff the Skagit County Historical Museum Admission Desk four days per week. Duties include attending the admissions desk and welcoming visitors in a professional manner, acquiring knowledge of the Museum’s exhibits and County history and interpreting this knowledge to visitors. The Visitor Services Assistant assists with visitor surveys and statistics, handling phone calls, routing inquiries or requests, and overseeing Museum security when on duty. May require additional hours assisting with special Museum events.

ESSENTIAL FUNCTIONS:

- Prepares the Museum for opening to the public each working day and monitors security, exhibits and visitor activity during the day.
- Welcomes visitors in a professional manner.
- Collects admission fees.
- Provides informed responses to visitor’s questions.
- Processes Museum store purchases.
- Works with the Museum Point of Sale (POS) system to balance daily cash receipts from admissions and store purchases.
- Monitors supplies & store merchandise and notifies the Office Manager when additional inventory is needed.
- Monitors supply of visitor pamphlets and brochures and organizes the brochure rack.
- Answers the telephone and directs phone inquiries or messages to appropriate Museum staff.
- Secures the Museum at the closing of each day.
- Works on special projects as assigned, such as entering data into appropriate software, assisting with activity setup and exhibit installation.
- Works with Office Manager to ensure accuracy of membership information in POS and other tasks as requested.
- Coordinates with cruise ship personnel during their season; assists with their museum visits and processes invoice for admissions payment.
- Attends one Staff Meeting per month. Regular work schedule will be adjusted to accommodate the additional hours.

The duties listed above are intended only as general illustrations of the various types of work that may be performed. Specific statements of duties not included does not exclude them from the position if the work is similar, related, or a logical assignment to the position.

PREFERRED/DESIRABLE QUALIFICATIONS:

Strong working knowledge of office computer systems utilizing Microsoft Office is required.

Requires knowledge of:

Interest and willingness to gain knowledge of Skagit County history strongly preferred.

Requires the ability to:

- Interact effectively with other staff, members of the Board of Trustees, volunteers and the public; the ability to work in a positive collaborative team environment.
- Be flexible, organized and work well under deadlines.
- Organize, manage, and/or supervise multiple ongoing projects and bring them to conclusion.
- Communicate effectively both verbally and in writing in advancing Museum interests to the public.
- Work in an environment shared by multiple staff members.
- Cultivate new Museum relationships, memberships, support and involvement within our community.
- Must enjoy working with the public, meeting new people, partnering with volunteers.

Licenses and/or Certifications:

Must hold a current state driver's license.

Working Conditions/Physical Requirements:

- Frequent walking in exhibition galleries.
- Must have sufficient visual and hearing capabilities to respond to public needs and to complete detailed work.
- Occasional bending down, use of step stool, prolonged standing and sitting.
- Work is performed primarily in the Museum environment.

Hazards:

- Must be able to assist with exhibits, special events, set-up and take-down.
- May be required to lift up to 20 pounds.
- Requires performing primary office functions, sitting, standing with repetitive motions of fingers and hands.

It is Museum policy not to discriminate against any person with regard to race, color, religion, sex, gender, age, national origin, marital status or physical or mental disability.