

## **Guest Services (Summer)**

Tri-Cities Historical Museum

Grand Haven, MI

Temporary & Part-time

Pay rate of \$13.00 per hour

Under the supervision of the Operation and Events Manager, our Front Desk Staff ensures visitors have a positive experience by providing a friendly greeting and orientation, answering questions, promoting museum events and programs, ensuring guidelines and policies are adhered to, answering phones, and processing retail sales.

### **Duties and Responsibilities:**

- Welcome Museum visitors orientate them to the Museum facility and introduce current exhibitions, activities and programs.
- Answer phone and visitor inquiries and reply to general questions with accurate information.
- Direct specific inquiries to the appropriate staff member.
- Keep a record of daily attendance
- Assist in maintaining a stocked and tidy Museum store.
- Process payments and accurately balance cash and credit transactions utilizing our point-of-sale system.
- Maintain cleanliness and neatness of workspace by performing light cleaning duties such as sanitizing surfaces, emptying trash/recycling, sweeping, and keeping the restrooms stocked and tidy.
- Prepare for museum opening and closing.
- Assist where needed with exhibit openings and other Museum events.
- Other duties as assigned.

### **Skills and Requirements**

- Excellent interpersonal, conversational, and verbal communication skills.
- Ability to approach and interact with visitors without hesitation.
- Regular and predictable attendance and punctuality.
- Willingness and capacity to acquire new skills and knowledge.
- Ability to work a flexible schedule, including days, evenings, weekends, and holidays.
- Ability to use basic internet and computer functions.
- Ability to learn and use point-of-sale software.
- Must be 18 years of age and have a high school diploma or equivalent.
- Previous customer service experience is preferred.

Please submit a resume and three references to [jwilson@tchmuseum.org](mailto:jwilson@tchmuseum.org) with your interest in this position.