

St. Augustine Lighthouse and Maritime Museum, Inc.

Job Description

Job Title:	Seasonal - Museum Associate (3 months)		
Reports to:	Store Manager		
Department:	Finance / Gift Shop / Division	FLSA:	Non-Exempt

Job Summary:

The Museum Associate is totally customer facing and delivers a variety of communications to our visitor. We meet and greet the visitors on the front porch to serve them in the gift Shop and admissions counters, to share our history on tour and or on-site. This position is responsible for the supporting the day-to-day operation of the Visitor Center – Store - Gift Shop and the site tours, to ensure that the we are operating efficiently and effectively in line with our mission.

This includes operating procedures and controls for the St. Augustine Lighthouse and Maritime Museum, Inc. and our supporting companies.

These positions are defined as Regular Full-Time work assignment which corresponds with the work schedule. Work Hours will include days, nights, weekends and holidays in line with the business demands and needs. The work schedule will include opening shifts, closing the gift shop and supporting all day tours and evening tours regarding Dark of the Moon (DOM).

Major Responsibilities:

The Museum Associate will be responsible for engaging and interacting with customers in a cheerful and energetic way.

Work with store staff to ensure all open and closing procedures are followed.

Maintain a clean and orderly appearance in the Museum Store/Gift Shop as directed.

Understand, focus on and satisfy all customer needs and issues. Resolve disputes as necessary or elevate to the proper executive level for resolution.

Address and assist day to day store issues on a timely basis. Report any significant problems to your supervisor.

Support the Store Manager as required and perform the functions as required when the Store Manager is not present.

Price and/or bar code all merchandise as soon as possible as after it is received, as directed. Restock Gift Shop as needed to maintain customer access to inventory.

Capture and maintain all customer information as directed (zip code or providence).

Assist in completing an accurate annual inventory, and perform any periodic inventory checks as needed, to ensure that financial records are reasonably consistent with actual inventory.

Required to perform site support activities including tower, base or café shifts and all related duties.

Interprets real objects and ideas for the museum's visitors, including individuals, family groups and tour groups. All interpretations will be based on the museum's mission statement.

Lead after hours and specialty tours, including but not limited to Dark of the Moon paranormal tours. Also support the Café during normal operations or DOM Tours.

Site shift duties – interface guests at path, base of tower or top of tower.

Associate is responsible for following all guild lines in the employee hand book and all operations procedures.

Perform other duties as assigned.

Qualifications:

HS Graduate or GED equivalent required, College studies and public speaking are a plus. Must have excellent customer service and written / verbal communication skills. Good computer skills are necessary and point of Sales (POS) skills.

Essential Functions/Physical Requirements:

The duties above indicate the essential functions of the job. Must be able to be on our site, in the store and climb many stairs in the lighthouse tower and perform required duties for periods of 2.5 - 3 hours standing. Operational flexibility is required to meet sudden and unpredictable business needs. Business Travel may be required. Portions of the job will be carried out in a typical Florida outdoor environment. Moderate lifting of inventory of 25 pounds and restocking will be required. CPR training to be furnished at the organizations expense.

Uphold our Mission Statement

To discover, preserve, present and keep alive the stories of the nation's oldest port as symbolized by our working St. Augustine Lighthouse.

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