

First Light Maritime Society and Subsidiaries

St. Augustine Lighthouse and Museum, Inc.
Lighthouse Archeological Program
Salt Run Sales

Job Description

Job Title:	'Museum Associate" Temporary or Seasonal Store Associate and Site Staff		
Reports to:	Store Manager		
Department:	Finance	FLSA:	Non-Exempt

Job Summary:

The associate is responsible for supporting the day-to-day operation of the Store so as to ensure that the Store is operating efficiently and effectively in line with the mission, operating procedures and controls of the St. Augustine Lighthouse and Museum, Inc. This is defined as "Seasonal" work assignment or Temporary both have an end date. Hours will include days, nights, weekends and holidays in line with the business needs.

Major Responsibilities:

The 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.

Capture and maintain all customer information as directed.

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 afterhours and specialty tours, including but not limited to Dark of the Moon paranormal 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. Must have excellent customer service and written / verbal communication skills. Good computer skills are necessary.

Essential Functions/Physical Requirements:

The duties above indicate the essential functions of the job. Must be able to 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 25 pounds and restocking may 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.