 POSITION TITLE: Visitor Experience Associate  
REPORTS TO: Administrative Manager  
SUPERVISES: N/A  
TYPE: Part-Time – Seasonal, weekends required (May-October)  
FLSA STATUS: Non-Exempt  
REVISION DATE: March 2024

POSITION DESCRIPTION:
The Visitor Experience Associate serves as the public face of the Wright Museum of World War II and is integral to fulfilling the Museum’s strategic goal of providing all guests with a welcoming and engaging experience. On a day-to-day basis, the Visitor Experience Associate is responsible for greeting and orienting visitors, generating revenue through admission and store sales, and providing guests with information about the museum and local area. Success in this position requires a confident and outgoing disposition, attention to detail, prompt and reliable attendance, and an enthusiasm for working with the public. Ideal candidates possess exceptional customer service skills, a background or interest in museums, a mature and outgoing personality, and an enjoyment for interacting with members of the public. They are detail-oriented; can manage several tasks simultaneously; display a positive attitude with visitors and staff members; and are willing to work as part of a team. Previous employment or volunteer experience in retail, sales, or customer service is preferred. Weekends required and occasional evenings as needed, approximate hours per week ranges from 19 hours up to 28 hours.

ESSENTIAL RESPONSIBILITIES:
- Customer sales via Square POS system; cash out and reconcile cash drawer
- Check-in prepaid visitors using Fare Harbor app
- Opening and closing of the facility
- Store security
- Visual merchandising, restocking and straightening inventory
- Ongoing review of merchandise stock levels
- Maintain work areas – counter, office and storage
- Stay informed about current and future museum exhibitions and programs
- Answer routine customer questions and phone inquiries
- Assist with other areas of museum operations as needed

MINIMUM QUALIFICATIONS:
Work Experience: Retail and or customer service experience preferred but not required.
Skills and Abilities: Ability to operate POS, excellent customer service skills, highly organized, flexible and detail-oriented. An interest in history is desirable, but not mandatory.

WORKING CONDITIONS:
Physical Demands: Able to lift 25 pounds unassisted

Interested applicants should send a resume to: Wright Museum of World War II, Attn: Donna, PO Box 1212, Wolfeboro, NH 03894 or email to donna.hamill@wrightmuseum.org.