



20 South 5th Street, Grand Haven, MI 49417
616.414.5809

Guest Services Associate Job Description

The Guest Services Associate will generally be the first person visitors encounter. It is important that the associate be polite, courteous, and professional at all times. We seek an Associate that displays genuine interest and concern for visitors to ensure that each visitor has an enjoyable experience. Associates are also responsible for safe and functional operation of the Museum. Associates arrive a half hour before the museum opens.

Summer operating hours (Memorial Day - Labor Day). We are open 10:00am–5:00pm Tuesday–Saturday, and Sunday hours are from noon 12:00-4:00pm. Shift is 9:30am–5:30ish pm (until duties complete) Tuesdays–Saturday. Sunday shift is 11:30am–4:30ish pm (until duties complete).

Job Type:

Part-time, with particular availability during weekends, preferably for 4-6 shifts per month

Job Duties:

- Provides accurate, professional, and courteous service to each visitor.
- Answers questions and directs visitors as needed.
- Maintains knowledge of all Museum programming and is familiar with current exhibits.
- Provides tours as needed.
- Handles admissions, memberships, and gift shop sales, donations, and other special events, program, or class registration that the Museum offers.
- Responsible for balancing till before and at close of shift
- Logs statistics regarding visitor traffic.
- Answers phone calls as they come into the Museum, questions and scheduling tours on calendar.
- Checks mail daily either to process or direct to appropriate staff.
- Performs basic cleaning duties as needed to maintain a welcoming environment for the Museum's guests.
- Opens and closes the Museum.
- Performs additional tasks as needed to improve guest experience. Tasks may include assisting in moving donation/collection items and providing additional research to ensure accuracy on collections information.
- Reports to the Guest Services Team Leader.

Required Experience/Skills:

- Ability to provide excellent customer service. This includes greeting each guest as they arrive, providing engaging tours, answering guest's questions, being friendly and helpful, and ensuring guests have access to marketing materials.
- Ability to answer telephones in a professional manner and respond to any questions or refer guests to someone who can.
- Strong communication ability, both verbal and written.
- Ability to perform basic cash handling tasks in the form of donation acceptance and sales processing.
- Ability to work well in a team and individually.
- Willingness to work a variable schedule, including weekends when needed.
- Ability to work with Gmail, Google Drive, and basic web browser based processes.
- Knowledge/experience with museums/miniatures is a plus but is **not** required.

To Apply:

Submit a **resume** and **letter of interest** to employment@midwestminiaturesmuseum.org. If your experience is considered to be in-line with the requirements of the position, we will contact you by phone to schedule an interview.

In the event that the position is accepted by someone else, we will keep your contact information on file for future opportunities.