

COLUMBIA RIVER MARITIME MUSEUM

Job Title: Visitor Services Assistant - Seasonal
Reports to: Visitor Services & Store Manager
FSLA: Non-exempt - Part Time, Hourly
Salary Range: \$15 – \$17 / hour annually DOE

JOB SUMMARY

The seasonal Visitor Services Assistant position is a customer-focused position within the Visitor Service Department. In this role, the candidate will support activities in the Museum Store, as well as Front Desk (Admissions), and 3D Film. The average work schedule is Sunday through Wednesday 11:00 AM – 4:00 PM (including holidays) with a half hour lunch. There can be times when you may be asked to fill in additional time for cruise ships and sick calls. Approximately 20 hours a week average.

ESSENTIAL DUTIES/RESPONSIBILITIES: include the following but not limited to.

General Duties:

Issue 3D glasses, handle money, welcome visitors, provide orientation information, answer questions about the Museum and Lightship, area attractions, accommodations, etc. Restock Store merchandise, as well as maintain a clean and safe workspace. Become familiar with basic information on the Columbia River Maritime Museum and its exhibits and become familiar with the Museum Store and Summer Store merchandise.

Specific Duties:

Collect money, make change, use an automated POS system in the Museum Store, welcome visitors and be always alert for customers. Must be able to stand for extended periods, and bend and load the 3D glasses washer. Incumbents should have skill in dealing with all kinds of people, of all ages, individually or in groups, which includes coworkers. Verbal communication skills must be of a high standard.

EDUCATION AND EXPERIENCE

- Experience working in customer service is preferred.
- Excellent communication skills.
- Ability to work a flexible schedule and multitask.

WORK ENVIRONMENT

While performing the duties of this job, the employee is regularly required to use hands for tactile learning opportunities; talk or hear; and prepare 3D glasses. The employee is frequently required to stand and walk. The employee must occasionally lift and/or move materials up to 50 pounds.

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Depending on seasonal visitation, this can be a moderate physical, active role, There is moderate noise (examples: voices from various groups of visitors and theater soundtrack, music in the Museum Store). During slower times, the employee will dust, fold, restock, and remain active with duties as assigned. Accommodation for all aspects of this position are welcome.

The Columbia River Maritime Museum seeks a diverse talent pool affording equal opportunity to all candidates without regard to race, color, age, religion, sexual orientation, gender identity, national origin, disability status, protected veteran status, or any other characteristic protected by law.

Please send completed job application or a cover letter with salary requirements and resume to hr@crmm.org

INTENT AND FUNCTION OF JOB DESCRIPTIONS

Job descriptions assist organizations in ensuring that the hiring process is fairly administered and that qualified employees are selected. They are also essential to an effective appraisal system and related promotion, transfer, layoff, and termination decisions. Well-constructed job descriptions are an integral part of any effective compensation system.

All descriptions have been reviewed to ensure that only essential functions and basic duties have been included. Peripheral tasks, only incidentally related to each position, have been excluded. Requirements, skills, and abilities included have been determined to be the minimal standards required to successfully perform the positions. In no instance, however, should the duties, responsibilities, and requirements delineated be interpreted as all-inclusive. Additional functions and requirements may be assigned by supervisors as deemed appropriate. In accordance with the Americans with Disabilities Act, it is possible that requirements may be modified to reasonably accommodate disabled individuals. However, no accommodation will be made which may pose serious health or safety risks to the employee or others or which impose undue hardships on the organization. Job descriptions are not intended as and do not create employment contracts. The organization maintains its status as an at-will employer. Employees can be terminated for any reason not prohibited by law.