



COLUMBIA RIVER MARITIME MUSEUM ASTORIA

VISITOR SERVICES ASSISTANT

POSITION

The position of Visitor Services Assistant is within the Visitor Services Department of the Columbia River Maritime Museum. Its purpose is to provide daily staffing for the Front Desk, Lightship and Museum Store on a year-round basis. The incumbent performs a variety of duties to facilitate visitors' use and enjoyment of the Museum including: admissions collections, providing visitor information, and Museum Store customer service. The position is hourly, part-time.

Incumbent serves under the general supervision of the Visitor Services Manager and Associate Managers, as applicable. Assignment is of a continuing nature on an hourly part-time basis. After an orientation and initial training, incumbent may work without close staff supervision.

RESPONSIBILITIES

General Duties

Open and close Museum, Lightship and Store, handle money, welcome visitors, provide orientation information, answer questions about the Museum and Lightship, area attractions, accommodations, etc. Restock Store merchandise and brochures, as well as maintain a clean and safe workplace. Become familiar with basic information on the Columbia River Maritime Museum and its exhibits, attend training sessions, staff meetings and Museum functions.

Specific Duties

Collect money, make change, use an automated POS system. Raise and lower flags on the Lightship, welcome visitors, and be continually alert for safety factors. Must be able to lift and move boxes and portable stairs. Incumbent must 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 high standard. This position requires working holidays and weekends.

PHYSICAL REQUIREMENTS

This position requires the ability to stand for lengthy periods of time, to lift and/or move up to 50 pounds, as well as bend, stoop, reach, or kneel. In addition, and often in inclement weather, the incumbent will need the ability to climb a steep gangway or ladder and raise and lower the ropes of the flags.

This job description is not intended to be all-inclusive and may change at any time.

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