



SALISBURY HOUSE FOUNDATION
Part-Time Guest Experience Associate

Salisbury House is seeking an energetic, customer service-oriented individual to oversee admissions, greet and engage guests to our historic house museum. This is an exciting opportunity to apply your customer service skills to a well-respected cultural icon.

Position Reports to: Operations Manager

POSITION OVERVIEW

The Guest Experience Associate (GEA) is responsible for maintaining the highest level of customer service to ensure all guests to Salisbury House have a safe and high-quality experience. The GEA is responsible for providing effective customer service, promotion and reception in the operations of the Guest Services desk and providing administrative support to Museum staff for the completion of report generation, special projects and assignments. This is a permanent, part-time position offering approximately 15 to 25 hours per week. Must be available to work between 9:30 am to 5:30 pm on weekdays and some weekends.

ESSENTIAL FUNCTIONS (Principal Responsibilities)

1. Maintain a professional, friendly, helpful attitude and demeanor with guests to Salisbury House as well as with staff and volunteers;
2. Ensure Guest Experience desk coverage during Salisbury House open hours;
3. Greet visitors, answer phone, and process sales for admissions, gift shop merchandise, programs, events and membership sales;
4. Maintains accurate count of cash at opening and closing as well as proper input of items in Square;
5. Complete all attendance reporting and ensure all guest demographic data is being collected and recorded, delivering high quality documentation paying strict attention to detail;
6. Provides oversight of the order and cleanliness of Great Hall, outside doorways, etc. and sustain cleanliness by providing routine dusting, sweeping, etc., as needed;
7. Provide weekend coverage, as needed;
8. Work with all departments to ensure the balance of visitor experience and collection protection is maintained.
9. Demonstrate knowledge of Salisbury House and Weeks family to accurately provide information to visitors;
10. Promote merchandise to visitors;
11. Some facility rental assistance may be required.

Other related activities and accountability

Work collaboratively and in a cost-effective fashion within a small, collegial organizational structure that requires all staff members to be flexible, responsive, and willing to assist with day-to-day SHF operations and guest relations.

1. Strong verbal communication and public relations skills adaptable for people of all ages, abilities, backgrounds, and skills;
2. Demonstrate decorum and professional behavior when working with the public, volunteers, and fellow employees;
3. Gain a thorough understanding of the Salisbury House history, brand, objectives, goals, departments and the respective audiences;
4. Answer phones with pleasant telephone manner;
5. Organizational ability to keep point of sale area presentable for visitors;
6. Other duties as assigned by Operations Manager or Executive Director.

PHYSICAL ACTIVITIES

Reaching, standing, walking, fingering, grasping, feeling, talking, hearing.

PHYSICAL REQUIREMENTS

Some sedentary work (although mobility is required); Ability to stoop, crouch, kneel, push and lift to 40 pounds, occasionally in confined spaces, on ladders, or in rooms only accessible via stairs.

MENTAL DEMANDS

Reading, detail work, confidentiality, stress, problem solving, language, training, math, reasoning verbal communication, written communication, customer contact, multiple concurrent tasks, constant interruptions.

MINIMUM QUALIFICATIONS:

1. Associate degree, diploma in Office Administration or equivalent experience;
2. Minimum of one-year experience in office administration and front-line customer service or retail experience;
3. POS System experience, including processing and handling debit/credit and cash;
4. Very strong customer service skills and attention to detail;
5. Excellent verbal and written communication skills;
6. Proficiency in MS Office Suite (specifically, Excel and Word) and use of other databases;
7. Ability to work both independently and as a team member with other staff;
8. Excellent judgment, a professional manner, and discretion in the use and control of confidential information;
9. Must have transportation and valid driver's license.

**For consideration, please submit your resume and cover letter to
blaing@salisburyhouse.org by October 26, 2018. No phone calls please.**