



SALISBURY HOUSE FOUNDATION
Event and Guest Experience Associate
Part-Time

Salisbury House is seeking an energetic, customer service-oriented individual to oversee admissions, engage guests and assist with public and private events at the historic house museum.

Position Reports to: Curator & Guest Relations Manager and Director of Sales & Events.

Status: Non-Exempt, Hourly, Seasonal

POSITION OVERVIEW

The Event and Guest Experience Associate (EGEA) 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 EGEA is responsible for providing effective customer service, promotion and reception in the operations of the Guest Services desk and providing administrative support to Foundation staff for the completion of report generation, special projects and assignments. Hours will vary. Must be available to work some weekdays, weekends or evenings. Additional hours possible as needs demand.

ESSENTIAL FUNCTIONS (Principal Responsibilities)

1. Maintain a professional, friendly, helpful attitude and demeanor with Salisbury House guests, staff and volunteers.
2. Ensure Guest Experience desk coverage during Salisbury House open hours.
3. Greet visitors, answer phone, and process sales.
4. Maintains accurate count of cash at opening and closing as well as proper input of sales into Square.
5. Provide accurate cash handling skills and operation of the Square point-of-sale (POS) system, including processing admissions, memberships, donations, ticket and gift shop sales.
6. Complete all attendance reporting and ensure all guest demographic data is being collected and recorded, delivering high quality documentation paying strict attention to detail.
7. Provides oversight of the order and cleanliness of the Great Hall, outside doorways, etc. and sustain cleanliness by providing routine dusting, sweeping, etc., as needed.
8. Work with volunteers and Foundation staff to ensure a balance of visitor experience and collection protection is provided.
9. Demonstrate knowledge of Salisbury House and the Weeks family to accurately provide information to visitors.
10. Encourage donations, event ticket sales and merchandise sales to visitors.
11. Assist with public and private events as needed; duties include but are not limited to event setup, client and vendor liaising, execution of event manifests and other duties as assigned.

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 an 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 admissions area presentable for visitors.
6. Other duties as assigned by Foundation staff.

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. Must have a high school diploma or equivalent.
2. Must be available to work a flexible schedule that may include weekends and evenings.
3. Must have reliable transportation and valid driver's license.
4. Ability to demonstrate excellent customer service, communication and interpersonal skills.
5. Square POS System experience, including processing and handling debit/credit and cash.
6. Maintain a professional image at all times through appearance and dress.
7. Ability to work successfully under pressure and maintain a positive and professional attitude while handling multiple tasks.
8. Excellent verbal and written communication skills.
9. Must be willing to work in outdoor weather conditions for some events.
10. Proficiency in MS Office Suite (specifically, Excel, Word and Outlook)
11. Ability to work both independently and as a team member with other staff and volunteers.
12. Excellent judgment, a professional manner, and discretion in the use and control of confidential information.

Application deadline April 1, 2020. For consideration, please submit your resume and cover letter to jnicolet@salisburyhouse.org No phone calls please.