

COLUMBIA RIVER

MARITIME MUSEUM

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

JOB SUMMARY

The Visitor Services Assistant position is a customer-focused position within the Visitor Service Department. In this role, the candidate will support activities at the Front Desk (Admissions), Lightship Columbia and Museum Store. The core work schedule is 11:00 am- 4:00 pm Thurs – Saturday and Sundays 9:30 am – 5:30 pm, and flexible to pick up additional days or hours as requested - averaging 20 – 29 hours per week.

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

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 workspace. 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 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 a high standard.

EDUCATION AND EXPERIENCE

- Experience working in customer service is preferred.
- Excellent communication skills.
- Deliver positive museum customer service experience and interact in a way that is pleasant, customary and expected.
- Ability to work a flexible schedule and multitask.

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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 sit. The employee is frequently required to stand and walk. The employee must occasionally lift and/or move materials up to 50 pounds.

Depending on seasonal visitation, this can be a very physical, active role, The employee could be outdoors in all types of weather, moderate noises (examples: voices from various groups of visitors and theater soundtrack). During lower visitation seasons, the employee can expect to spend more time indoors. 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.