

Museum Associate Position (Part-Time) Destin History and Fishing Museum

SCHEDULE: Friday & Saturday, 9:45am - 4pm

POSITION PURPOSE: The Museum Associate is primarily responsible for providing good customer service and ensuring customer satisfaction at the Destin History and Fishing Museum. This includes interacting with individuals or groups, with diverse backgrounds and of all ages. The Museum Associate will also be responsible for collaborating with staff and management to support routine day-to-day operations of the Museum.

DUTIES AND RESPONSIBILITIES:

- Provides a welcoming experience for guests by promptly greeting them at the door and briefly orientating them to the Museum, its programs and events.
- Processes cash or credit cards for admission, gift shop purchases, programs, memberships, and events. Cash handling involves all tenders and must be accurate.
- Maintains cleanliness and ensures the safekeeping of exhibit components.
- Answers the Museum's telephone lines promptly, answer inquiries courteously, and direct callers to appropriate staff offices and individuals as needed.
- Assists visitors to obtain parking and ensure that they park in designate spots.
- Observes individuals entering the Museum, their presence throughout the museum, and immediately reports any irregularities to management. Reports all emergency situations to appropriate management staff or authorities.
- Assists in the operation of the Museum's Gift Shop, as needed, which may include tasks such as inventorying and restocking items, and coordinating with management to purchase new inventory.
- Ensures that all displays and supplies are appropriately stocked at all times. This includes but is not limited to handouts, activity forms, and other operational needs.
- Performs routine cleaning tasks such as sweeping, mopping, sanitizing, dusting, or waste disposal to ensure cleanliness of the facility for customers.
- Performs other related duties as required.

EDUCATION AND EXPERIENCE: Experience in customer service and cash handling required. High school graduation preferred. Ability to pass a background check upon request.

SKILLS AND ABILITIES • Excellent customer service skills • Familiarity with computer systems, point-of-sale systems • Cash handling expertise • Strong communication skills; verbal and written • Solid organizational and problem-solving skills • Must be able to stand for extended periods • Ability to work as a team player

TIME COMMITMENTS: Schedule may vary based on the needs of the Museum, which include working during the museums business hours or during after-hour events and functions as needed. The Museum Associate can expect to be scheduled between 6- 18 hours per week, with the opportunity for more hours.

RATE OF PAY: \$12 Hourly