

VIRGINIA MUSEUM OF HISTORY & CULTURE

Position Description

Updated September 26, 2024

Title: Guest Services Associate
Division: Guest Engagement
Reports to: Manager of Guest Services
Position Status: Part-time; Non-Exempt
Starting Pay Rate: \$14.00/hour

Position summary:

Guest Services Associates serve as a part of the Guest Engagement Division and report directly to the Manager of Guest Services. They are tasked with creating a welcoming environment for all Virginia Museum of History & Culture guests, while providing excellent customer service, accurate wayfinding information, and maintaining a friendly retail experience. In addition, qualified candidates will assist with digital outreach and on-site programming as needed.

Duties & Responsibilities:

- Staff desks at museum entry points, assist guests with wayfinding and exploration, and provide excellent customer service to all guests
- Operate POS systems to process admission and retail sales, assist with visual merchandising, and maintain the appearance of the museum store
- Fulfill web and mail-order purchases and assist with digital outreach initiatives and on-site programming for students and adults
- Perform other duties as assigned

Knowledge, Skills & Abilities Necessary:

- Must be responsible, flexible, punctual, and able to work well under pressure
- Must possess excellent communication skills, knowledge of Microsoft Office, and an interest in Virginia history
- Physical requirements include standing for long periods of time, retrieving merchandise that can weigh up to 30 pounds, and the ability to work weekends and select special events

Education & Experience Requirements:

- High School Diploma or Equivalent
- Retail and point of sale experience preferred
- Customer service experience preferred

Note & Special Requirements:

- Must be able to work weekends and some nights.

Application:

If interested in this job opportunity, please apply and upload your cover letter and resume to https://virginiahistory.isolvedhire.com/jobsearch/?job_board_classification=Job_Opportunities.

Virginia Museum of History & Culture

Owned and operated by the Virginia Historical Society

428 N Arthur Ashe Boulevard
Richmond, Virginia 23220

PO Box 7311
Richmond, Virginia 23221

804.340.1800
VirginiaHistory.org

The Virginia Museum of History & Culture is owned and operated by the Virginia Historical Society — a private, non-profit organization established in 1831. The historical society is the oldest cultural organization in Virginia, and one of the oldest and most distinguished history organizations in the nation. For use in its state history museum and its renowned research library, the historical society cares for a collection of nearly nine million items representing the ever-evolving story of Virginia.

The Virginia Historical Society is an Equal Opportunity Employer.

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