

Town of Fort Myers Beach Job Description

Position: Museum Visitor Services & Retail Associate
(MVS&RA)
Department: Cultural Resources – Mound House

Up to 30 hours, 5 days a week (Tuesday – Saturday) Jan through April

POSITION SUMMARY:

This position is the public face and first point of contact for visitors to the Mound House (MH). The MVS&RA provides information about the site and its programs and exhibit; and assists in the day-to-day administration, security, and operation of the museum retail store; and provides excellent and seamless customer service to maximize guest experiences at the Mound House Museum and the Museum Store. This position will serve under the supervision of the Museum Director. The person occupying this position must be willing to work flexible hours, including weekends and evenings.

ESSENTIAL JOB FUNCTIONS:

- Assist in managing the museum retail store, selling, and restocking merchandise and tracking inventory selling museum programs, admission, and memberships.
- Open, close, prepare, and secure museum and store daily for visitors and programs.
- Greet, orient, and direct visitors. Be familiar with and able to provide information on exhibitions and programs, current and upcoming events, and merchandise in the museum store and membership opportunities.
- Ensure safety and security of the museum, museum store and its contents. Report all incidents to the Museum Director.
- Answer and respond to general inquiries about Mound House programs, membership, museum, and store merchandise and/ or direct to appropriate person to respond.
- Ensures appropriate MH staff and volunteers are aware of scheduled activities and programs to ensure a high level of service to each visitor.
- Performs other duties as directed to support the successful operation and programming of the MH.

MINIMUM QUALIFICATIONS KNOWLEDGE, SKILLS, AND ABILITIES

- Excellent interpersonal and oral and written communications skills. Ability to work with a team as well as independently and under minimal supervision.
- Friendly and professional demeanor. Able to communicate enthusiastically and maturely with a wide range of audiences and in front of groups.
- Excellent ability to write for a variety of contexts.
- A self-starter who demonstrates a high sense of ownership, demonstrating initiative and proficiency at problem solving.
- Thrives in a multi-project, multi-tasking environment.
- Scrupulous attention to detail in all aspects of work is required.
- Ability to stand or walk around the museum and grounds approximately 60% of the day.
- Ability to perform and or learn other reasonable and related tasks as directed to operating and managing a public exhibition space.

WORKING HOURS/PHYSICAL/ENVIRONMENTAL DEMAND

May be required to work nights, weekends, holidays and during emergency situations.

Physical Requirements: Tasks involve some unassisted lifting, carrying, pushing, and/or pulling of moderately heavy objects up to 50 pounds. Tasks involve stooping, kneeling, crouching, crawling, climbing, and balancing. Tasks may require prolonged periods of visual concentration.

Environmental Requirements: Tasks are performed with frequent exposure to outside environmental conditions, including humidity and extreme heat.

Interpersonal Communication: Requires the ability to speak and/or signal people to convey or exchange information. Includes giving and receiving instructions, assignments and/or directions. Includes considerable public relations activities. Must communicate efficiently and effectively in Standard English

Form/Spatial Aptitude: Ability to interpret and understand various forms of information. Must be able to demonstrate numerical aptitude.

Motor Coordination: Requires the ability to coordinate hands and eyes accurately in handling, sorting, and compiling data, in operating modern office equipment, and in manipulating field equipment. Must have

excellent levels of eye/hand/foot coordination. Requires the ability to differentiate between colors and/or shades of color.

Interpersonal Temperament: Requires the ability to deal with people from a variety of educational and vocational backgrounds. Must be able to perform under stress.

Reasonable accommodations will be made in accordance with existing ADA requirements for otherwise qualified individuals with a disability. This job description is not intended to be and should not be construed as an all-inclusive list of all the responsibilities, skills or working conditions associated with the position. While it is intended to accurately reflect the position activities and requirements, management reserves the right to modify, add or remove duties and assign other duties as necessary. This job description does not constitute a written or implied contract of employment.