Museum Attendant Lead

Term: Part-time. Employment may be terminated or extended at the will of the VMHA.

Start Date:

Schedule: Part-time. As needed with weekends included. Up to 999 hours annually

Wage: $17.50 hourly. Wage increases based on performance review.

Benefits: As determined by VMHA Personnel Policies.

Reports to: Museum Services Manager

Employer: The VMHA will contribute to the State Unemployment fund for the employee and will provide Worker’s Compensation to cover the employee in case of a work-related injury.

Position Overview: The Museum Attended Lead provides excellent customer service for guests and visitors from near and far. The Attendant Lead assists the Museum Services Manager with Front Counter Operations, Store Management, daily bookkeeping, membership/volunteer recruitment and stewardship.
Essential Job Functions:

Front count customer service:
- Greet visitors to the museum.
- Become fluent in and interpret the history of Valdez and the region.
- Answer questions in a friendly and courteous manner.
- Use the point-of-sale system for retail sales (admissions and store items) and make changes. Balance the till at the end of the workday and prepare deposits for the Museum Services Manager.
- Patrol the museum to assure security for both visitors and exhibits. Monitor the museum’s fire and intrusion detection systems and environmental controls. Respond to emergencies (may include calling appropriate agencies or individuals).
- Assist as museum receptions.
- Adhere to Valdez Museum COVID mitigation policy, including cleaning.

Store Management
- Assist with daily operations of the museum store.
- Perform duties of salesclerk as needed.
- Uses Square POS for inventory and all transactions, including balances, entering sales receipts and vendor files.
- Work closely with the Museum Services Manager to ensure accuracy of cash inflows and outflows.
- Assist with product development that aligns with the mission of the organization.
- Assist with purchase of products, fixtures, and supplies for store use.
- Conceptualize, create, and produce promotional materials.
- Assist with inventory records and vendor files.
- Assist with museum website store.
- Assist processing, packaging, and delivery of all internet and telephone sales.

Museum Services Assistant
- Assist with daily bookkeeping such as bank deposits, entering bills and preparing payables
- Assist with vendor file management.
- Assist with membership and volunteer recruitment and stewardship, becoming familiar with PastPerfect software.

Highschool education or equivalent.
At least 5 years of experience in customer service.
Must have good customer service skills.
Must be knowledgeable in Microsoft Suite, Mail Chimp, Word Press, Square point-of-sale for retail and QuickBooks Online.
This job description is not intended to be all-inclusive. All museum employees are expected to perform other duties to the ongoing needs of the organization.