



Museum Attendant Lead

- Term:** Part-time. Employment may be terminated or extended at the will of the VMHA.
- Start Date:** April 2024
- Schedule:** Part-time. Mid-April- Mid September. As needed with weekends and evenings included. Up to 999 hours annually
- Wage:** \$18.50 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 Attendant Lead provides excellent customer service for guests and visitors from near and far. The Attendant Lead collaborates with the Museum Services Manager on front counter operations, attendant scheduling, Museum store product and sales, and the oversight of two Museum locations and their operations. The Lead assists with daily bookkeeping, membership/volunteer recruitment and stewardship.

**Essential
Job
Functions:**

Front counter customer service:

- Greet visitors to the Museum.
- Become familiar with and introduce the history, culture and heritage of Valdez and the region to visitors.
- Answer questions in a friendly and courteous manner.
- Use the “Square” 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.
- Make bank runs as needed to maintain Square POS operation
- 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 at Museum receptions.
- Adhere to: Valdez Museum COVID mitigation policy, including cleaning, and the Valdez Museum Emergency Plan

Store Management

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

Museum Services Assistant

- Collaborate with the Museum Services Manager on front counter attendant scheduling at both Museum sites
- Manage the seasonal staff and store operations at both Museum sites
- Assist the Museum Services Manager with daily bookkeeping, membership/volunteer recruitment and stewardship.
- Assist with vendor file and inventory management.
- Assist with membership and volunteer recruitment and stewardship, becoming familiar with Past Perfect online software.

Job Requirement:

High school education or equivalent
A minimum of 5 years experience in customer service
Excellent customer service skills

Knowledgeable in: Square point-of-sale for retail, Microsoft Office Suite that includes Outlook and Teams, Instant Messaging

Must be familiar with and adhere to the Museum's COVID Mitigation Plan and all employee policies

This job description is not intended to be all-inclusive. All Museum employees are expected to perform other duties according to the ongoing needs of the organization.