



**TITLE:** Visitor Engagement Associate

**CLASSIFICATION:** Part-Time Hourly

**LAST UPDATE:** March 2026

**REPORTS TO:** Manager of Visitor Engagement

**HOURS:** 9:15am-5:15pm (2-4 days per week, weekends required)

**WAGE RANGE:** \$18 per hour

**BENEFITS:** Paid Vacation, Sick and Personal Time, Retirement Plan

### **POSITION MISSION**

The Visitor Engagement Associate is a friendly, energetic, and proactive professional who ensures every Museum and Shop visitor receives an optimal and memorable experience. Reporting to the Manager of Visitor Engagement, the Associate is a vital front-line presence on the Visitor Engagement team that is expected to meet, if not exceed, Museum visitors' expectations. Please note that work schedules vary seasonally. This job description is not designed to be a comprehensive listing of activities, duties, or responsibilities that are required of the employee. These may change, or new ones may be assigned as necessary, due to Museum needs and events.

### **RESPONSIBILITIES**

- Ensure an optimal visitor experience in all aspects of the role. This includes maintaining a visitor-centered, organized and professional environment at the "Front Desk" as well as soliciting and reporting visitor feedback to appropriate staff.
- Process admission tickets, gift shop orders, program and event registrations, memberships, and more with friendly and efficient service during all in-person, phone-based and electronic interactions.
- Orient and welcome visitors to the Museum campus. This includes offering clear directions, presenting customized information to visitors based on their interests learned during the welcoming process, being open to questions, and otherwise setting up everyone's visit for optimal success.
- Encourage shop purchases through suggestive selling and enthusiastic knowledge of shop products, as well as maintain a high-quality shop stocked to its full potential via refreshing and replenishing items, dusting shelves, etc. on a regular basis.
- Diligent cash management (opening/closing cash drawers) and accurate business operations (reports, receipts, etc.) related to all sales.

- Prepare the Museum campus for visitors. This includes opening and closing the Museum's public spaces (Kriebler Gallery, Marshfield House, Griswold Boardinghouse, Education Center, Landscape Center, Chadwick Studio, etc.; opening and closing security procedures change seasonally and depending on the day(s) of the week. This also includes checking-in and assisting volunteer docents who manage the visitor experience at the Griswold Boardinghouse.
- Field inquiries and direct guests to appropriate staff contacts. This includes proactive knowledge of current and future museum happenings and communicating with different members of the museum community based on need – interacting with staff, Board of Trustees, volunteers, Museum Members, first-time visitors, and more.
- Proficiency with basic Point of Sales (POS) as well as Microsoft-based computer systems, plus the willingness to learn new technologies and business processes.
- Schedule flexibility to attend events or meetings outside regular business hours, with advance notice, throughout the year as directed by the Manager of Visitor Engagement.

#### **SKILLS & ATTRIBUTES**

- Experience in a customer-centric role dependent on the ability to multitask.
- Enthusiastic commitment to service, including welcoming and interacting with the visiting public.
- Ensures all actions meet visitor needs and is committed to excellence and growth in all job responsibilities.
- Ability to learn and master computer-based technologies necessary for the role.
- Excellent communication skills, both in writing and speaking.
- Demonstrate teamwork as a supportive and understanding colleague who works well with diverse constituents.
- Display initiative, seeking tasks independently when they are not explicitly assigned – especially during downtime, including periods of slower visitation.
- Conducts oneself with the highest standards of decorum, objectivity, and professional integrity.
- Ability to resolve conflicts and de-escalate any disagreements with constituents in person, over the phone, and online in a constructive manner.
- Holds self and others accountable for high-quality, timely, and cost-effective results.
- Accepts responsibility for mistakes and complies with established control systems and rules.
- Ability to work both indoors and outdoors when required, stand for extended periods, lift at least 50 lbs, and climb stairs. *Reasonable accommodations may be*

*made to enable qualified individuals with a disability to perform the essential functions to the extent the Museum may do so without undue hardship. The term "Qualified individual with a disability" means an individual who with or without reasonable accommodation can perform the essential functions of the position.*

- A successful candidate is a self-starter and can also take direction and follow prescribed protocols. Good critical thinking and problem-solving skills a plus.

This position requires a high school diploma or general education degree (GED), or equivalent combination of education and experience.

The Florence Griswold Museum follows an equal opportunity policy and employs personnel without regard to race, creed, color, ethnicity, national origin, religion, sex, sexual orientation, gender expression, age, physical or mental ability, pregnancy, veteran status, military obligations, marital status and any other characteristic protected by federal or state law.