

Title: Visitor and Museum Services Associate

Employee Classification: Part Time \$20/hour

Reports to: Visitor and Museum Manager

Location: On-site at The Sailing Museum & National Sailing Hall of Fame

Hours: Part-time Associates will work up to 24 hours/week, flexibility will be appreciated. One weekend day may be required. Working hours are 9:30AM to 5:30PM, with full or half day shifts.

Available: Immediately

Located in the heart of Newport, RI, The Sailing Museum & National Sailing Hall of Fame celebrates the rich history and vibrant culture of sailing. Our mission is to preserve and share the legacy of the sport while inspiring future generations. Through the museum's interactive exhibits, events and educational programs, we connect visitors with the stories of sailing legends and the importance of maritime heritage. For more than a decade, the National Sailing Hall of Fame has honored those who have made a significant impact on the sport of sailing. Inductees include pioneering sailors, influential designers and dedicated contributors who have left an indelible mark on sailing's history.

Key Responsibilities

The Sailing Museum is seeking a Visitor and Museum Services Associate for a part-time position. Answering questions and creating an exceptional customer experience for each and every guest is key to this position. Part-time Associates will work up to 24 hours/week, flexibility will be appreciated. One weekend day may be required. Working hours are 9:30AM to 5:30PM, with full or half day shifts.

1. Act as the first point of contact for our visitors, welcoming them to the Museum, answering questions about tickets and memberships, selling tickets and merchandise.
2. Assist customers in the store, manage transactions on the POS system.
3. Keep inventory stocked and updated.
4. Associates will work in all areas of the Museum. Must be able to navigate stairs and stand for up to an hour at a time with only short periods to sit throughout the day. Associates may rotate to different positions in the Museum throughout the day.
5. Perform other duties as needed or assigned.
6. The Museum is a self-guided experience, though Associates will be trained in each of the exhibits so they may assist visitors as needed and be able to answer questions.

Qualifications

1. Capability with mobile devices, point of sale systems, retail sales, customer service and inventory are required. Training on our system will be provided.
2. Ability to multi-task in a busy environment and be able to respond to changing situations.
3. Excellent verbal, interpersonal and customer service skills.
4. Ability to read and comprehend instructions and training guides.
5. Follow prescribed safety and health rules, regulations, and practices.
6. A knowledge of and enthusiasm of sailing and the Newport area is welcome but not required.
7. Prior museum experience is preferred but not required.

Physical demands typically associated with the position include but are not limited to light work, lifting, reaching, organizing, and moving inventory. The Sailing Museum provides a welcoming and inclusive environment for visitors, volunteers and staff, and is proud to be an equal opportunity employer. All qualified applicants will receive consideration for employment.

How to Apply

Visit <https://thesailingmuseum.org/about/careers/> to apply online via our submission form. No submissions outside of this process will be considered. Thank you for your understanding. Background check will be required along with references.