

Title: Part-Time Museum Associate

Position Type: Hourly

Reports To: Visitor & Museum Services Manager

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

Pay: \$18/hour + commission on membership sales

Hours: Museum business hours are 9:30am – 5:30pm, Monday through Friday. Events Management hours will be adjusted evenings or weekends as applicable for special events and flexibility will be appreciated.

Availability: Immediate

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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.

### **Position Overview**

The Museum Associate (MA) plays a vital role in delivering an engaging, welcoming, and educational experience for guests. This position blends retail operations, ticketing, basic inventory management and docent-style interpretation, serving visitors ranging from novice to highly experienced sailors. The MA is responsible for maintaining a high standard of customer service, supporting museum revenue through retail sales and membership upsell, and ensuring the museum and gift shop remain clean, organized, and visitor-ready throughout the day.

### **Key Responsibilities**

#### **Guest Experience & Docent Services**

- Welcome guests warmly, creating an inclusive and engaging environment
- Guide visitors through interactive exhibits, tailoring interpretation for:
  - Novice sailors and first-time visitors
  - Experienced sailors and maritime enthusiasts
- Answer questions about exhibits, programs, and museum offerings
- Support special programs, group visits, and seasonal events as scheduled

#### **Ticketing, Sales & Membership**

- Process admissions and retail transactions accurately using the POS and ticketing systems
- Actively promote and upsell museum memberships, programs, and special events
- Assist guests with online ticket purchases and membership sign-ups when applicable
- Provide clear information on admission policies, schedules, and visitor flow

#### **Gift Shop & Inventory Support**

- Handle gift shop purchases with attention to accuracy, cash handling, and customer service
- Support gift shop merchandising and organization
- Assist with inventory management, including:

- Receiving and checking in merchandise
- Restocking shelves and maintaining visual standards
- Monitoring inventory levels and reporting low stock

#### **Facilities & Daily Operations**

- Ensure museum galleries, interactive spaces, restrooms, and gift shop remain clean, safe, and orderly
- Perform opening and closing duties as assigned
- Monitor exhibit areas and report maintenance or safety concerns promptly
- Follow museum procedures for security, cash handling, and guest safety

#### **Event Support**

- Associates will be responsible for supporting private and donor event activities which typically occur after hours
- Frequent activities include but are not limited to set up and breakdown of rental equipment, guest check-in, bathroom maintenance, and vendor support

#### **Qualifications & Skills**

- Strong customer service and communication skills
- Comfortable engaging with diverse audiences, including children and adults
- Interest in maritime history, sailing, or museums (sailing experience a plus but not required)
- Ability to learn exhibit content and present information clearly and enthusiastically
- Retail, ticketing, or hospitality experience preferred but willing to train
- Organized, detail-oriented, and reliable
- Ability to stand for extended periods and perform light lifting (e.g., stocking merchandise)

#### **Schedule, Availability & Transportation**

- Flexible availability required, including weekends, holidays, and special events
- Part-time hours with increased scheduling during peak summer visitation
- Regular and punctual attendance is required

#### **What We Offer**

- A dynamic, guest-focused work environment in a nationally recognized museum
- Training in museum interpretation, retail operations, and visitor services
- Opportunity to build experience in cultural institutions, tourism, and nonprofit operations
- Staff discounts and access to museum programs

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.

***Research shows that women and people from underrepresented groups often apply to jobs only if they meet 100% of the qualifications. We recognize that it is highly unlikely that someone meets 100% of the qualifications for a role. If much of this job description describes you, then please apply for this position!***