



Visitor Services Associate

Type:	Seasonal/Temporary (May-September 2019)	Compensation:	\$12/hr
Reports to:	Operations Manager	Hours:	36-40 hrs/wk
Schedule:	Commitment to a nontraditional schedule, including weekends		

Looking for an unconventional summer job in an unconventional museum?

The Owls Head Transportation Museum (OHTM) is seeking a seasonal Visitor Services Associate to help create an exceptional museum experience for our guests. As part of a small, dedicated team, you will be on the front lines, playing a critical role in making sure that the museum runs smoothly.

Duties include welcoming visitors and selling admission tickets, operating the point of sale system in our gift shop, promoting and selling memberships, answering phones and directing inquiries to the appropriate staff members and sharing general information about the museum and our exhibitions.

Our season is chock-full of car shows, antique aircraft demonstrations (you'll even get the chance to go for a ride!) and airshows, and opportunities to represent the museum at some of the region's coolest events. OHTM is open 10-5pm daily and schedules are flexible, though holidays and most weekends are required, including the following special event weekends: June 15, July 6-7/20-21, and August 3-4/14-17. There is also potential to continue the position into the fall if the right candidate is interested in sticking around a little longer.

What You'll Do

- Be the first face visitors see (or hear) at the museum
- Provide information, feedback and exemplary service
- Master our point of sale system to complete admission and retail sales
- Oversee the retail area to ensure that it is clean, safe and always fully stocked
- Maintain a clean work environment
- Assist with data input, answering phones and some basic administrative tasks

Qualifications

- Customer service and cash handling experience
- Strong interpersonal skills
- A natural self-starter with a plenty of flexibility and patience
- Ability to prioritize and manage time effectively
- You know your way around a computer

Nice to Haves

- Knowledge of museum visitor services
- Interest in history, automobiles and/or aircraft
- Aptitude for conflict resolution, negotiation and creating positive outcomes

To apply, email a resume a cover letter to Kathryn Pardo, Operations Manager at kp@ohm.org.