



# THE AMERICAN CIVIL WAR MUSEUM

**Mission:** The American Civil War Museum explores, inspires, and promotes the public's understanding of the Civil War – its causes, course, and consequences.

**Position Title:** Guest Services Associate (Appomattox)

Immediate Supervisor(s): Site Director

FLSA Status: Non-Exempt

Job Type: Part-Time

Salary: \$13.00/hr

**Summary:** The Guest Services Associate (GSA) position is an ambassador of the museum as the primary contact for visitors at our Appomattox site. The GSA provides information on the museum, promotes membership, and assists with retail and museum operations. The GSA supports the museum's mission by cultivating a positive visitor experience.

## Responsibilities & Duties

### Front Desk

- Welcomes visitors and guests to the Museum in a friendly and engaging manner
- Highlights Museum exhibits, programs and activities; provides a brief orientation and directional services of space (galleries, Museum Gift Shop, restrooms); and offers assistance regarding local dining, nearby attractions and upcoming events
- Actively promotes and sells annual memberships to patrons visiting the Museum, answering questions and shares the benefits of becoming an ACWM member
- Makes appropriate recommendations to improve the visitors' experience through effective listening and communication with the visitors' needs and agenda/itinerary
- Maintains a neat appearance of the front desk area at all times
- Processes transactions for admissions, fees for programs, and membership through our PoS System. Ensure accurate information input into the system
- Answers the Museum's telephone lines promptly, responds to inquiries courteously, and directs callers to the appropriate staff offices and individuals as needed
- Represents the Museum during special events and in welcoming tour groups.
- Participates regularly in refresher training with the Site Director
- Performs routine tasks assigned by the Site Director and other related duties as assigned

### Museum Gift Shop

- Processes all customer transactions from the Museum Gift Shop as they occur
- Initiates and completes sales transactions with visitors, including greeting each customer, suggesting selling, cash, and credit card transactions, and thanking the guests for their visit.
- Participates in inventory and restocking of items
- Ensures all displays and supplies within the Museum Gift Shop are clean, orderly, and stocked at all times
- Performs other related duties as assigned



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## Operations & Security

- Assists in the opening and closing operations of the museum
- Assists in access efforts to ensure ADA compliance
- Ensures public spaces are set up and tidy for general operations and all types of programming/events
- Assists with special events and programming as needed, sometimes on weekends and/or after regular business hours. This may include helping set up and clean before and/or after programs
- Being generally aware of special visitors, programming, upcoming events, and exhibitions
- Responds calmly and professionally to emergencies, following procedures, and promptly notifying supervisors of incidents
  - Reports all emergency situations to appropriate management staff or authorities

## Additional Duties

Routinely checks the galleries and public spaces for cleanliness, and malfunctioning equipment, reports and notifies the appropriate staff

## Education & Experience

### Skills and Abilities

- Professional, outgoing, friendly, and service-oriented
- Excellent customer service skills
- Strong communication skills
- Problem-solving skills
- Attention to detail
- Ability to work independently and collaboratively

### Required Qualifications

- Minimum of a high school diploma
- Ability to work a flexible schedule
- Experience operating a Point of Sale (PoS) System and cash handling

### Preferred Experience

- Front Desk or Customer Service experience, preferably in a museum, historic site, or attraction setting
- Interest in Civil War history, public history, historic preservation, or related fields.

To apply, send a current resume and a cover letter to Kelly Hancock at [khancock@acwm.org](mailto:khancock@acwm.org)

Equal Employment Opportunity (EEO): The American Civil War Museum provides equal employment opportunities for all applicants and employees. We do not unlawfully discriminate on the basis of race, color, creed, ancestry, medical condition, religion, sex, national origin, age, disability, veteran status, marital status, sexual preference or any other basis prohibited by federal or state law or local ordinance applicable to our work locations. We also make reasonable accommodations for disabled employees if we are aware of the need for accommodation and if the requested accommodation does not cause undue hardship as interpreted from the ADA/ADAAA. This policy applies to all areas of employment, including recruitment, hiring, training, promotion, compensation, benefits, transfer, and social and recreational programs. Finally, we prohibit the harassment of any individual.