



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 (Richmond)
Immediate Supervisor(s): Guest Services Manager
FLSA Status: Non-Exempt
Job Type: Part-Time
Salary: \$13.00/hr

Summary: The Guest Services Associate (GSA) position offers the opportunity to serve as the first point of contact for all visitors and to cultivate an engaging gift shop experience in support of the ACWM's mission. The GSA is a primary source of information and ambassador to provide on-site assistance to visitors at both of our Richmond sites. This position reports directly to the Guest Services Manager and will be responsible for the duties below at ACWM-Tredegar or the White House of the Confederacy.

Responsibilities & Duties

Front Desk

- Welcoming and warmly greeting our guests, briefly orientating visitors to the Museum, programs & events, and membership benefits
- Highlights Museum exhibits, programs and activities; provides a brief orientation and directional services of space (galleries, reading lounge, 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
- Assists visitors in obtaining parking or alternative parking options when there are closures. Ensuring they park in designated areas.
- 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
- Process 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 Guest Services Manager
- Performs routine tasks assigned by the Guest Services Manager and other related duties as assigned

Museum Gift Shop

- Processes all customer transactions from the Museum Gift Shop as they occur