



Position Title: Guest Services Assistant Manager

Department: Guest Services Department

FLSA Status: Exempt

Job Type: Full Time (40 hours per week)

Reports to: Guest Services Manager/Chief of Staff

Summary: The Guest Services Assistant Manager (GSAM) plays a crucial role in ensuring that visitors have a positive and engaging first impression of The American Civil War Museum at each of our site locations. The GSAM works with the Guest Services Manager to oversee the front-line associates and promotes the Museum's resources, programs, and services. In addition, the GSAM is responsible for ensuring a smooth operation of the site opening and closing procedures, safety compliance, public programs, and retail functions at all three sites. The position requires flexibility, as the GSAM must be prepared to work evenings and weekends as needed, in addition to a routine workday. Occasional travel for work between our three locations may be required, and expenses will be reimbursed.

Responsibilities & Duties

Guest Services Management

- Leads the daily operation of our visitor desk with a welcoming, friendly, and professional environment
- Ensure that the entrance and reception areas are clean, organized, and aesthetically pleasing
- Address visitor inquiries regarding exhibitions, programs, and facilities.
- Provide accurate information about museum offerings, including current and upcoming exhibits
- Assist visitors with directions and other relevant information
- Collect and handle visitor feedback, comments, and suggestions
- Implement improvements based on visitor feedback to enhance the overall experience.
- Promote and sell museum memberships
- Monitor and maintain the cleanliness and functionality of visitor areas
- Ensure that ticketing systems are operating smoothly and troubleshoot any issues

Supervisory Duties

- Oversees front-line associates, historical interpreters, and operations at the Richmond campuses
- Provide training to front-line staff to execute organizational changes
- Ensure that staff is knowledgeable about museum offerings and can provide accurate information to visitors.
- Address staffing needs and make adjustments as necessary
- Works with GSM and the Chief of Staff and implements strategies to enhance visitor engagement and improve guest service procedures





- Works with other departments to coordinate set up for events and special programs.
- Maintains an efficient and secure cash-handling system for the front desk and Museum Shop
- Assist in the opening and closing operations of the museum
- Be familiar with emergency procedures and act as a point of contact during emergencies

Museum Shops

- Process all customer transactions from the Museum Gift Shop as they occur
- Initiates and completes sales transactions with visitors, including greeting each customer, suggestive selling; handling cash and credit card transactions, and thanking guests for their visit/purchase
- Assists, as needed, in restocking items
- Ensures all displays and supplies within the Museum Gift Shop dust-free, orderly, and are well stocked at all times; advises management when products are running low to ensure merchandise is replenished in a timely manner
- Assists in the operation of the Museum Gift Shop, as needed
- Performs other related duties as assigned

Operations & Security

- Assist in the opening and closing operations of the museum
- Assist in access efforts to ensure ADA compliance
- Ensure public spaces are set up and tidy for general operations and all types of programming/events
- Assist 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
- Work with staff from various departments in executing special events and programs (member and public events, films, performances, etc.) and promote the benefits of museum memberships
- Respond calmly and professionally to emergencies, following procedures, and promptly notifying the appropriate channels of incidents
 - Report all emergency situations to appropriate management staff or authorities

Education & Experience

Skills and Abilities

- Excellent interpersonal and management skills, combined with a team player approach, including a demonstrated ability to collaborate with colleagues
- Strong organizational skills and the ability to work independently and perform multiple tasks simultaneously without close supervision
- Effective oral and written communication skills
- Excellent leadership and customer service skills, focused on team building and guest satisfaction.

Required Qualifications





- Associate or Bachelor's Degree in an appropriate field
- Minimum of one year of supervising and training staff, volunteers, and/or interns.
- Front Desk, Hospitality, or Customer Service experience
- Strong leadership and communication skills
- Ability to work a flexible schedule, including evenings, weekends, and holidays.
- Experience operating a Point of Sale (PoS) System and cash handling

Preferred Experience

- Previous experience in guest services in a museum, historic site, or cultural institution
- Interest in Civil War history, public history, historic preservation, or related fields.
- Experience providing engaging educational experiences to a wide variety of audiences using hands-on activities or other interpretive techniques.

About Us: The American Civil War Museum is the preeminent center for the exploration of the American Civil War and its legacies from multiple perspectives. We are so much more than a collection of artifacts. We are storytellers and educators. In the battle against the all-too-human instinct to wish the past were simple, we're exploring the unparalleled significance the American Civil War holds to the complexities we face today. We believe that understanding this period of America's development is fundamental to understanding current society, culture, and who we are as Americans.

The American Civil War Museum is a national resource for connecting people to the history and legacies of the American Civil War. Our vast collection of artifacts provides the backdrop for the stories we share. With locations in Richmond and Appomattox, the Museum explores the stories of the Civil War era through our award-winning exhibits and programs. Visit us at acwm.org to find out more.

To apply, please send a resume, cover letter, and professional references to Cara Sisson, Chief of Staff at csisson@acwm.org.

DISCLAIMER: The information provided in this description has been designed to indicate the general nature and level of work performed by incumbents in this position. This job description is not intended to be interpreted as a comprehensive inventory of all duties, responsibilities, qualifications, and work conditions of employees assigned to this job. Management has sole discretion to add or modify the duties of this position and designate other functions as essential at any point in time. Management may also modify working hours and work location at any point in time. This job description is not an employment agreement or contract.

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.

