



## Position Description: Guest Services Associate – Part-Time

**Title:** Seasonal Guest Services Associate, Part-Time

**Reports to:** Guest Services Supervisors, eCommerce and Retail

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The National WWI Museum and Memorial (“Museum and Memorial”) is America’s leading institution dedicated to remembering, interpreting and understanding the Great War and its enduring impact on the global community.

**Position Summary:** Assist Museum and Memorial visitors in a friendly and knowledgeable manner with ticketing and/or retail sales support; answer inquiries for information and provide superior guest service. This seasonal position usually operates mid-May and runs through the Museum and Memorial’s busy season to mid-August.

The incumbent is expected to embrace the National WWI Museum and Memorial’s stated mission and core values and demonstrate support for them through professional interactions and performance of job duties.

This is a seasonal part-time, hourly, non-exempt position.

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### Responsibilities:

- Provide the Museum and Memorial guests outstanding guest service.
  - Initiate and complete sales transactions accurately and efficiently and maintain proper cash and media accountabilities at POS registers
  - Greet guests, answer phones, suggestive sell and assist with purchases in a friendly environment, maintaining outstanding standards, providing solid product knowledge and all other components of Guest Service.
  - Assist supervisory staff in opening and closing processes as needed.
  - Handle transactions quickly and accurately, balancing cash drawer and completing deposit.
  - Stay informed of Museum and Memorial exhibits, special events and programs, able to answer customer questions and promote Museum and Memorial program attendance.
  - Keep work area clean and neat.
  - Maintain an awareness of all product knowledge information, promotions and advertisements.
  - Assist in floor moves, merchandising and display maintenance.
  - Assist in processing and replenishing/stocking merchandise and monitoring floor stock.
  - Work cooperatively with other team members.
  - Adhere to all Museum policies, procedures and operational directives.
  - Other duties as assigned.
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**Job Requirements:** The successful candidate will be able to:

- Process information and merchandise through computer and/or POS register system.
  - Communicate in a friendly and effective manner with associates and guests.
  - Read, count and write accurately.
  - Access all areas of the store including the selling floor, stock and register areas.
  - Operate (or learn to) all equipment necessary to run the store.
  - Move or handle merchandise generally weighing 30 lbs. or assist with moving merchandise up to 50 lbs.
  - Work varied hours, days and holidays.
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**Education and Experience:** Two years of experience in retail or admissions environment and computer aptitude is desired. A high-school diploma or equivalent is required.

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Must show proof of being fully vaccinated for COVID-19, to work safely with staff, volunteers, and guests in the Museum and Memorial. Applicants who become fully vaccinated by their start date will also be welcome.

**Work Environment:** *This job operates in a professional retail environment. This role routinely uses standard office equipment and point of sale equipment.*

**Physical Demands:** *The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. While performing the duties of this job, the employee is regularly required to talk and hear. This position is moderately active one that requires standing, walking, bending, kneeling, stooping, crouching, crawling, and climbing or balancing many times throughout the day. The employee must frequently lift and/or move up to 35/40 pounds or assist in moving items 50 pounds or more.*

The above statements are intended to describe the general nature and level of work being performed by employees assigned to this job. They are not intended to be an exhaustive list of all responsibilities, duties, skills or working conditions.

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**The National WWI Museum and Memorial is an Equal Opportunity Employer.**

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**Application instructions and/or questions:** Please send your resume, pay requirements, three professional references and cover letter to: National WWI Museum and Memorial's Human Resources email: [human-resources@theworldwar.org](mailto:human-resources@theworldwar.org).

**NO PHONE CALLS PLEASE.**

Review of applications begins immediately and continues until the position is filled. By submitting your application, you authorize us to conduct reference checks and a review of available public information. Employment is contingent upon background and reference checks that the Museum and Memorial determines is acceptable.