



## Job Posting: Guest Services Assistant Supervisor

**Title:** Guest Services Assistant Supervisor

**Reports to:** Director of Guest Services

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The National WWI 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. We hold the most comprehensive collection of WWI objects and documents in the world and are the second-oldest public museum dedicated to preserving the objects, history, and experiences of the Great War.

**Position Summary:** The Guest Services Assistant Supervisor position is responsible for providing additional retail support and supervision for the day-to-day operations of the Museum and Memorial's in-house store and ticketing operations.

The Supervisor will assist Museum and Memorial visitors in a friendly and knowledgeable manner, answer inquiries for information and provide superior guest service.

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 full-time, hourly, non-exempt position. Salary range \$41,000 -45,000.

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### **Responsibilities:**

- Backup supervisory responsibilities for the Museum and Memorial Guest Services retail staff.
- Assign store employee tasks, provide follow-up to ensure tasks have been completed correctly.
- Responsible for daily opening/closing duties on scheduled workdays.
- Responsible for ensuring bank runs and money management are handled correctly.
- Responsible for inventory of office/store supplies, inform Guest Services Supervisor when supplies are low and provide suggestions of items to be ordered.
- Responsible for maintaining a clean and neat store, back stock areas, ticketing and lower-level storage area.
- Promote positive work environment and encourage employee development.
- Provide Director of Guest Services with written details on any employee performance issues.
- Maintain outstanding standards, solid product knowledge and all other components of Guest Services.
- Provide outstanding guest service.
- Be informed of Museum and Memorial exhibits, special events and programs, able to answer guest questions and promote Museum program attendance.
- Assist in processing and replenishing/stocking merchandise and monitoring floor stock.
- Work cooperatively with other team members.
- Adhere to all Museum and Memorial policies, procedures and operational directives.
- Perform other duties as assigned.

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**Job Requirements:** The successful candidate will be able to:

- Demonstrate knowledge of Microsoft Office suite and point of sale systems.
- Display organizational skills and attention to detail.
- Process information and merchandise through computer and/or POS register system.
- Perform retail purchasing, merchandising, and display skills.
- Work efficiently under pressure and with many distractions.
- Effectively work with the public, i.e., visitors/guests, groups or others.
- Communicate friendly and effectively with associates and guests.
- Operate all equipment necessary to run the store.
- Work varied hours, days and holidays.
- Flexible and adaptable to a variety of situations, a proven problem solver.
- Good team leadership skills.
- Strong guest service skills.
- Ability to work with little supervision.

**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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**Work Environment:** *This job operates in a professional office environment. This role routinely uses standard office equipment and point of sale computer 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 can fluctuate between a sedentary role, or 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. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.*

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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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The National WWI Museum and Memorial is an equal opportunity employer and complies with all applicable federal, state, and local fair employment practices laws. The Museum and Memorial strictly prohibits and does not tolerate discrimination against employees, applicants, or any other covered persons because of race, color, religion, creed, national origin or ancestry, ethnicity, sex (including pregnancy), gender, age, physical or mental disability, citizenship, past, current, or prospective service in the uniformed services, genetic information, sexual orientation, familial status, marital status, or any other characteristic protected under applicable federal, state, or local law. All Museum and Memorial employees, other workers, and representatives are prohibited from engaging in unlawful discrimination. This policy applies to all terms and conditions of employment, including, but not limited to, hiring, training, promotion, discipline, compensation, benefits, and termination of employment. The Museum and Memorial complies with the Americans with Disabilities Act (ADA), as amended by the ADA Amendments Act, the



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Missouri Human Rights Act (MHRA), and all applicable state and local laws. Consistent with those requirements, the Museum and Memorial will reasonably accommodate qualified individuals with a disability if such accommodation would allow the individual to perform the essential functions of the job, unless doing so would create an undue hardship. If you believe you need an accommodation, refer any such request to the Human Resources department. The Museum and Memorial also will, where appropriate, provide reasonable accommodations for an employee's religious beliefs or practices.

**Application Instructions and/or Questions:**

**Please send your resume, three professional references, salary requirements and cover letter to:**

**Human Resources**

National WWI Museum and Memorial

2 Memorial Drive

Kansas City, MO 64108

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.