



Job Posting: July 13, 2021 Guest Services Associate – Part Time

Title: Guest Services Associate, Part Time

Reports to: Guest Services Supervisors, eCommerce and Retail

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.

The National WWI Museum and Memorial is committed to an inclusive and diverse workforce. We welcome people of all backgrounds, experiences, and perspectives to enhance the work that we do.

Job Summary: Assist Museum and Memorial visitors in a friendly and knowledgeable manner with ticketing or retail sales support; 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 part-time, hourly, non-exempt position.

Responsibilities:

- Provide 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, maintain outstanding standards, provide solid product knowledge and all other components of Guest Service.
- Assist managers in opening and closing processes as needed.
- Handle transactions quickly and accurately, balance cash drawer, and complete deposits.
- Stay informed of museum exhibits, special events, and programs and be 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, program 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 and Memorial 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 systems.
- Communicate friendly and effectively with associates and guests.
- Read, count, and write accurately.
- Access all areas of the store including the selling floor, stock rooms, and register areas.
- Operate (or learn to use) 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.

Education and Experience: Two years of experience in a retail or admissions environment and computer aptitude is desired. A high-school diploma or equivalent is required.

Work Environment: *This job operates in a professional retail 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 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.*

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.

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.

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.