Position Title: Guest Services & Membership Associate  
Position Classification: Part-time seasonal, non-exempt  
Position Dates: Mid-April - last week of October  
Pay Rate: Starting wage $9.00, commensurate with experience  
Department: Guest Experiences & Sales  
Reports to: Guest Services & Membership Supervisor  

Job Summary:
Responsible for welcoming all visitors to Living History Farms and setting the tone for their visit while processing admission ticket sales, checking in groups, and orienting visitors to the museum.  

Primary Duties:
- Provides outstanding customer service to all Living History Farms visitors  
- Sells daily admission tickets, event tickets, memberships, and gift certificates using TAM point-of-sale software  
- Assists guests by providing brief orientations including way-finding, special programming or exhibits, and general information about the museum and its amenities.  
- Follows internal finance control procedures including daily drawer reconciliation.  
- Completes daily admission tracking reports and performs a variety of internal administration duties related to the visitor experience.  
- Collaborates with other departments to ensure that visitor and member experiences are positive and that inquiries/comments are appropriately addressed and concerns are resolved  
- Assists with maintaining a clean and inviting atmosphere in the Visitor Center  
- Other duties as assigned.  

Qualifications and Skills
- High school diploma required; bachelor’s degree or enrollment in a degree-seeking program preferred.  
- 1-2 years of sales or retail experience preferred; prior non-profit/museum experience preferred.  
- Experience with point-of-sale/retail software, cash register operations, daily financial reconciliation, and Microsoft Office products required.  
- Demonstrated excellent communication (verbal and written) and customer service skills required.  
- Ability to work successfully under pressure and maintain a positive and professional attitude while handling multiple tasks.  
- Proven dependability and organization skills, as well as attention to detail and time management skills required.  
- Must be a strong collaborator, able to work well in a team environment and independently.  
- Must be able to work a flexible schedule that includes weekends and evenings as programs and events dictate.