

Visitor Relations Support at the Florence Griswold Museum

The Visitor Relations Support is an energetic, personable, and professional individual who supports the Director of Operations in the general day-to-day operations at the Museum. Job responsibilities may include processing admissions with exceptional customer service; shop sales with suggestive selling; creative merchandising and re-stocking; processing reservations both on-line and over the phone; data entry; light housekeeping; and handling general museum inquiries. Other responsibilities will include gallery attendant shifts as needed, help with special event set-up and break down, physical count during inventory, lunch coverage at the Desks, and other responsibilities as asked by the Director of Operations. This position will help ensure an optimal visitor experience through friendly and efficient service both on the frontline and behind the scenes. A successful candidate has terrific people skills, is a team player with strong multi-tasking abilities, and is computer literate. Schedule is as agreed upon with Director of Operations but will include both Saturdays and Sundays with at least one other weekday for a total of 24-hours per week. Hourly, \$15.00. EOE. Subject to background check. Email resume & letter of interest to Matthew Marshall, matt@flogris.org.

The Visitor Relations Support will be trained for the following:

- Processing admissions
- Completing shop sales
- Being a Gallery Attendant
- Covering a Docent shift in the Griswold House
- Tidying the restrooms
- Conducting a physical count during inventory
- Opening and closing of all public buildings
- Phone inquiries