**Job title**  
Visitor Services Associate  

**Reports to**  
Director of Visitor Services  

**Status**  
Seasonal (April – December), Part-Time (hours vary; weekend work required), Hourly (Nonexempt). Annual training (paid) required.  

**Compensation**  
$9.00/hour, paid bi-weekly  

**Job purpose**  
Visitor Services Associates greet visitors from all over the world as they arrive at Strawbery Banke; sell admission tickets, memberships, and merchandise; and provide visitors with the information they need to start their tour of the museum.  

**Duties and responsibilities**  
- Provide excellent customer service and relations to deliver an outstanding visitor experience to visitors of all ages, interests, abilities and backgrounds;  
- Sell admission tickets and merchandise while maintaining proper cash controls and inventories;  
- Promote museum memberships and associated benefits to all visitors;  
- Serve as a resource for visitors, providing information about the historic houses, events, and educational programs, as well as general information about Portsmouth;  
- Answer and direct phone calls, providing information as requested;  
- Uphold the mission of Strawbery Banke Museum and help implement its Long Range Interpretive Plan;  
- Participate in annual and ongoing training to build professional knowledge in historical content and interpretive techniques;  
- Maintain a professional demeanor; comply with stated personnel policies, cultivate good relations with colleagues; and represent the Museum in a positive light;  
- Work punctually on a tightly timed schedule.  

**Qualifications**  
- Previous customer service, cashier, and retail experience;  
- Knowledge of Portsmouth and the surrounding area;  
- Excellent public speaking skills and interpersonal abilities;  
- Ability to work enthusiastically with audiences of all ages, abilities, and cultural backgrounds;  
- Basic computer skills;  
- Sound judgment in response to challenging situations;  
- Positive attitude and ability to build respectful working relationships.  

**Working conditions**  
Weekend work is required. Work is performed indoors in a climate-controlled environment.
**Physical requirements**

Physical stamina sufficient to maintain an attentive posture for several hours, to respond quickly to visitors’ needs, and to otherwise fulfill the requirements of assigned tasks as needed. Some light lifting is required.

**Direct reports**

None.

**Application Instructions**

For consideration, please send a cover letter and resume to jbrown@sbmuseum.org. Please reference the job title in the subject line.