



**Job Posting:
Seasonal Guest Services Associate,
Part-time**

Title: Seasonal Guest Services Associate, Part-Time
Reports to: Guest Services Manager

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:

Assist Museum and Memorial visitors in a friendly and knowledgeable manner with ticketing and/or retail sales support, including virtual reality operations; answer inquiries for information and provide superior guest service. This seasonal position usually operates mid-May and runs through the Museum and Memorial's busy season to mid-August.

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.

Salary: \$15 per hour

Responsibilities:

- Provide the 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, maintaining outstanding standards, providing solid product knowledge and all other components of Guest Service.
 - Handle transactions quickly and accurately, balancing cash drawer and completing deposit.
 - Stay informed of Museum and Memorial exhibits, special events and programs, able to answer customer questions and promote Museum and Memorial program attendance.
 - Oversee all aspects of the virtual reality experience, from preparing and onboarding, to completion and removal of VR equipment.
 - Monitor all aspects of the virtual reality set up, including sales, troubleshooting, and accurate timing to ensure an efficient guest experience.
 - Keep work area clean and neat.
 - Maintain an awareness of all product knowledge information, 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 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 system.
 - Communicate in a friendly and effective manner with associates and guests.
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- Read, count and write accurately.
- Access all areas of the store including the selling floor, stock and register areas.
- Operate (or learn to) all equipment necessary to run the store and virtual reality equipment.
- Move or handle merchandise generally weighing 30 lbs. or assist with moving merchandise up to 50 lbs.
- Work varied hours, days and holidays. Weekend availability is required.

Education and Experience:

Two years of experience in retail or admissions environment and computer aptitude is desired. Virtual reality and technology experience 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 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.*

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.

The National WWI Museum and Memorial is an Equal Opportunity Employer.

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 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.



THE NATIONAL
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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.