



# JACKSON HOLE HISTORICAL SOCIETY & MUSEUM

## Museum Visitor Services Assistant

### **Position Summary:**

The Jackson Hole Historical Society & Museum (JHHSM) is a non-profit 501c3 organization that collects, preserves, and explores the cultural, and related natural history, of Jackson Hole and the Greater Yellowstone area through education, research, public programming, and collaboration. The organization hosts a small staff that operates two museums, a museum store, archives and research center, and various educational programming – playing an important role in preserving and sharing the heritage of Jackson Hole. During the summer season, JHHSM operates two museum galleries and stores, hosting over 19,000 visitors annually. We actively seek part-time seasonal help to run the welcome desk at both museum locations. The museum is open Tuesday – Saturday, 10am-5 pm. The 2018 season runs from May 15 through September 30.

### **Roles & Responsibilities:**

- Serves as the primary point of contact and well to the museum and museum store – enthusiastically greet the public, special guests, members, and groups.
- Opens and closes museum and exhibit areas.
- Serves as front line for all phone calls to the organization; appropriately refers callers to staff members or provides needed information.
- Ensures positive museum experience for all Museum users. Keeps track of gallery activity and responds to emergency or security issues.
- Processes admissions, program fees, membership fees, merchandise sales through a Point of Sale system; includes processing both cash and credit cards.
- Is familiar with store inventory to assist customers and tracks inventory levels; alerting Operations Manager when restocking is needed.
- Actively promotes and sells Museum memberships.
- Reconcile the register at end of day – cash reconciliation and process bank deposits.
- Maintains a clean and welcoming environment – general clean-up occasionally required.
- Stays informed of exhibits and local history to be able to answer questions or direct visitors to appropriate staff member.
- Other tasks assigned when needed and time allows.

### **Qualifications:**

- Experience in retail, museum, visitor services recommended but on-the-job training provided.
- Demonstrated excellence in organizational and communication skills.
- Friendly, enthusiastic, and team player.
- Computer literate and able to learn new software programs.
- Interested in the history of Jackson Hole and inspired by the JHHSM mission.

Competitive hourly wage with store/museum benefits.

Please send a resume to Executive Director, Morgan Albertson Jaouen, at [morgan@jacksonholehistory.org](mailto:morgan@jacksonholehistory.org). Applications will be reviewed on a rolling basis.