

Lakeshore Museum Center



430 W. Clay Ave.
Muskegon, MI 49440
PH 231.722.0278
FX 231.728.4119
LakeshoreMuseum.org

Historic Sites

Hackley & Hume
Firebarn
Scolnik House of the
Depression Era
484 W. Webster Ave.
Muskegon, MI 49440

Muskegon Heritage Museum

561 W. Western Ave.
Muskegon, MI 49440

TITLE: Guest Relations Associate

DEPARTMENT: Museum Experiences

PAY RATE: Starting wage is \$9.87 per hour with no benefits. This is a non-exempt, part-time position, and will require some weekend and evening hours.

REPORTS TO: Guest Relations Manager

MISSION: The mission of the Lakeshore Museum Center is to preserve and interpret Muskegon County's natural & cultural history and to inspire curiosity through interactive exhibits, educational experiences, and creative programs.

POSITION SUMMARY: As a member of the Museum Experiences Department, Guest Relations is the face of the museum for members, donors, and guests. Guest Relations ensures that our guests feel welcome and have current information about the museum, membership, the daily activities, and any other details, which will enhance their visit. The Guest Relations staff member will be required to answer customer inquiries about the Lakeshore Museum Center history, our different sites, hours of operations for each, and questions about membership.

REQUIREMENTS AND RESPONSABILITIES:

- * Must possess warm, welcoming and gracious demeanor, even under stress and in a high-paced, high traffic environment.
- * Must have a high school diploma
- * Must possess clean and professional appearance as well as excellent spoken and written English skills.
- * Ability to sell tickets, memberships, program registrations and to record transactions in the Point of Sale system accurately.
- * Intermediate computer skills; proficiency in the use of a PC in a networked environment are required.
- * Must successfully complete an interview and pass a criminal background check.
- * Must adhere to all COVID-19 safety procedures (contact tracing sheet, cleaning procedures, masks worn in the buildings, etc.)
- * Must have a good knowledge of each site, can direct guests to different sites.
- * Must have reliable transportation
- * Ability to work a schedule that includes weekends, some holidays and evenings as necessary.

HOW TO APPLY: Only complete cover letter and resume packages will be considered and resumes will be accepted until the position is filled. ***Must be available for work April through October 31, 2021.*** Email your cover letter and resume to our Guest Relations Manager Graciela (graciela@lakeshoremuseum.org) - or mail to:

Graciela Alberino-Stidham
Lakeshore Museum Center
430 West Clay Avenue
Muskegon, Michigan 49440