

## **Cape Cod Pilgrim Memorial Association**

Job Title: **Guest Services Associate**

Reports to: Operations Team Leader

Status: Part-time, hourly, and seasonal depending upon the workload

Compensation: Base hourly rate (commensurate with experience)

Description: The primary function of the Guest Services Associate is to provide customer service in the Admissions, Parking, and Events areas of the operation.

Purpose Statement: The Guest Services Associate ensures/facilitates a welcoming, positive and informative experience for all guests of PMPM, from their point of first contact in parking reception to the Admissions & Museum Shop and including occasional Special Events.

### **Position Requirements:**

- Ability to work independently under general supervision
- Ability to work cooperatively and communicate effectively with staff members
- Demonstrate a consistent, positive and professional demeanor in dealing with the public and staff
- Experience working in a public environment
- Demonstrated success with cash handling procedures.
- Ability to work a minimum of 16 hours per week, including weekends
- Ability to support event set-up and tear-down as required (including early morning, late evenings, and weekends)
- Ability to stand for long periods of time, climb stepladders and stairs, bend down to floor level, and lift and move objects up to 45 lbs.
- Criminal Background Check required
- Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions
- High School diploma or equivalent preferred

### **Position Accountabilities:**

The Guest Services Associate will perform all Admissions, Museum Store, Parking, Special Event sales and operations, including but not limited to:

1. Physically open and close facilities as scheduled
2. Open, close and operate POS terminals and prepare for day of business, ensuring that there are adequate supplies at their post and their operations area appears clean, orderly, and stocked as needed for daily business and the reverse if closing

3. Open the doors/gates at the established time, greet guests pleasantly and professionally, providing orientation and information and assisting with general information about the local community and area
4. Process sales, promote museum memberships, events and programs, handling cash and credit transactions with care and accuracy
5. Serve as greeter for guests arriving for meetings and individual appointments
6. Communicate museum policies and procedures in a positive manner
7. Maintain a clean, orderly and well-stocked environment, assisting with inventory management and pricing where requested
8. Assist with museum's special events as scheduled;
9. Promote a culture of diversity, acceptance, and tolerance in keeping with the historic nature of The Pilgrim Monument and Provincetown Museum
10. Other duties as requested\*

(\*Other duties: Please note, this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.)

**Physical Demands:** While performing the duties of this job, the employee is regularly required to stand, use hands and talk or hear, walk, reach with hands and arms and stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 45 pounds. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception and ability to adjust focus. The work environment has a moderate noise level with occasional outside work responsibilities in inclement weather.

**Please apply by completing the application found here:**



<https://www.pilgrim-monument.org/wp-content/uploads/2023/05/PMPM-Employment-Application-1.pdf>

Email your completed application to Kathy Binns , [kbinns@pilgrim-monument.org](mailto:kbinns@pilgrim-monument.org)

Or Mail to:

Kathy Binns

The Pilgrim Monument and Provincetown Museum

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