

Job Position: Visitor Services Supervisor:

Reports to: Executive Director

Schedule: Tuesday - Saturday, 9am-5pm, special events and evenings as needed

Full Job Description:

- On site duties
 - Available for site matters, engaging with visitors during the day
 - Answer general questions phone line
 - Point of contact for docent's concerns about weather, temperature, wind, emergencies, unruly guests, etc.
 - Formally and informally gather visitor feedback about their experiences at the Lighthouse through surveys, comment cards, etc.
 - Continuously develop procedures to better welcome visitors to the Lighthouse and improve docent-visitor interactions
 - Make themselves available to visitors to handle visitor complaints, inquiries, and other visitor services tasks on site
 - Assist with major events, such as Rendezvous at the Light, Family Adventure Day, and Wild & Scenic Film Festival
- Gift Shop duties:
 - Open and close the gift shop and registers, reconcile end of day deposits
 - Restocking and reordering of merchandise
 - Become fluent in the Altru system for receiving merchandise, updating inventory, updating pricing
 - Adhere to the gift shop ordering budget
 - Introduce new (mission based) items
 - Regular merchandising in the gift shop to keep a fresh look, assessing layout, and making changes as needed
 - Develop & maintain relationships with vendors and potential vendors
 - Assist docents on registers
 - Train new docents on registers as needed
 - Expand Online Store offerings
- Membership
 - Work with Fundraising Manager to improve the Membership Program, including increasing membership base, sales incentives, and member events

Qualifications:

- Enthusiasm for history and museum education
- Higher education in History, Museums or Education preferred
- Previous tour guide, museum docent or attractions experience preferred
- Previous retail management experience preferred
- Experience with point-of-sale systems, preferably Altru
- Must have reliable transportation to and from work
- Ability to primarily work weekends, alternate days, evenings, or special events as needed
- Bi-lingual preferred
- Ability to cross train on history tours and on-site positions
- Must possess good oral communication & public speaking skills, and politeness & excellent customer service
- Able to handle emergency situations with calm authority and enforce site's policies
- Interact well with others in a team environment
- Ability to follow instructions and give direction by various means of communication such as phone, two-way radio and computer
- Excellent time management & punctuality, dependability & flexibility
- Professionalism in manner and appearance

Salary: \$50,000

To Apply

Email your cover letter and resume to Katrina Heller, Interim Executive Director, at jobs@jupiterlighthouse.org (no phone calls or walk ins please)

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