



Museum of History and Art

CORONADO HISTORICAL ASSOCIATION JOB DESCRIPTION

CORONADO MUSEUM ASSOCIATE

Position Description Overview :

The Coronado Historical Association's mission is to encourage and promote the appreciation, preservation, and understanding of Coronado's unique history, culture, and historical resources to enhance the essence of our unique village community.

Museum Associates are the primary staff team members to interface with the museum guest. They welcome guests to the museum, work museum programs and event rentals, sell merchandise, and answer general inquiries about museum services from the visiting public.

Reporting Relationship

The Museum Associate reports to the Museum Director and works closely with all Museum staff.

Experience, Qualifications, and Skills :

The successful candidate will have demonstrable success in communication, customer service, and professional demeanor.

- 2+ years experience in customer service industry, preferably at museums or other cultural institutions
- Excellent writing, speaking, organizational, and interpersonal skills
- Computer literacy, particularly in word processing, desktop publishing, spreadsheet programs, and point of sale systems
- Ability to work independently and solve problems
- Ability to stand for long periods of time and lift up to 30 pounds without assistance

Position Description Specific Responsibilities:

60% Retail and Museum Operations

- Successfully follow direction and complete museum and store operations, policies and procedures.
- Demonstrate knowledge of and effectively communicate and promote the Coronado Historical Association's programs and services
- Perform daily exhibit walkthrough to verify working exhibit components, replenish interactive consumables, check light bulbs, etc.
- Report any issues with museum exhibits, programs, or visitors to the Museum Director



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CORONADO MUSEUM ASSOCIATE

- Work effectively with Coronado Historical Association volunteers and staff; help oversee museum volunteers on a day to day basis.
- Serve as a representative for the Museum both internally and externally.
- Work museum educational programs and Lecture Hall events, as required.
- Ensure that each guest receives outstanding guest services by providing a guest-friendly environment from a knowledgeable staff that promotes product sales, accurate museum information, and genuine hospitality.
- Conduct cash handling and transact sales on the point-of-sale system quickly, accurately, and efficiently.
- Achieve and surpass daily, monthly, and annual sales goals; maintain high sales per visitor and capture rates.
- Fulfill online sales quickly, accurately, and efficiently.
- Maintain daily reports and an accurate account of daily sales.
- Assist in inventory control; help to maintain an orderly and attractive store and an organized stockroom by keeping merchandise filled and neatly displayed.
- Provide superior customer service and offer resolutions to customer service issues.

40% Community Programs and Services

- Work with the Community Engagement Associate to conduct community tours, programs, and events as needed.
- Assist with the scheduling and setup of museum educational programs, Lecture Hall Rentals, and the Museum Desk.
- Work effectively with Coronado Historical Association volunteers and staff; oversee volunteers on a day to day basis.
- Serve as a representative for the Museum both internally and externally.
- Aid the Curator of Collections and Curator of Education with the museum's community services, such as research requests, as needed.
- Assist with special events as requested by the Executive Director.
- Perform other duties as assigned. Weekend and evening hours are required; including at least one weekend per month.

Job Type: Part-time

Salary: \$11.50 /hour