

**Wenham Museum
JOB DESCRIPTION**

Position Title: Visitor Services Associate	Division/Department: Audience Engagement
Supervisor: Director of Audience Engagement / Executive Director	FLSA Status: Nonexempt; Entry-Level, Part-Time, Hourly
Pay Grade: \$15.00 per hour	Date Updated: Jan 27, 2026

SUMMARY OF JOB SCOPE & RESPONSIBILITIES

Visitor Services Associates (VSAs) are the primary point of contact for museum visitors and play a critical role in creating a welcoming, safe, and positive visitor experience. VSAs provide excellent customer service, maintain the cleanliness and readiness of all public museum spaces, and ensure visitor safety in accordance with museum policies and training. This is a **front-line, guest-facing position** that requires comfort with customer interaction, routine cleaning duties, cash handling, and active monitoring of galleries. VSAs also support museum programs, birthday parties, private facility rentals, and group visits as needed.

ESSENTIAL JOB FUNCTIONS

1. Front Desk, Gallery Coverage & Visitor Services (50%)

- Serve as the primary point of contact for visitors, providing friendly, professional, and attentive customer service
- Greet visitors, explain museum rules and expectations, and answer questions about exhibits, programs, and events
- Operate the admissions desk, including ticketing, membership sales, and retail transactions
- Accurately record attendance data and other visitor information as assigned
- Operate cash register and process payments in accordance with cash-handling procedures
- Complete end-of-shift till counts and closing paperwork as assigned
- Answer phone calls directed to the front desk and route inquiries appropriately
- Maintain an orderly, professional workstation and contribute to shared staff workspaces
- Actively monitor exhibit galleries to ensure visitor safety and appropriate use of exhibits
- Perform routine cleaning of public areas, including:
 - Wiping down front desk counters, windows, and high-touch surfaces
 - Maintaining cleanliness of the lobby, snack area, gift shop, coat closet, and restrooms
 - Conduct cleaning and reset of public spaces (opening, closing, and throughout the workday)
 - Maintain working knowledge of museum programs, events, and policies
- Follow Visitor Services protocols and serve as a positive role model for volunteers and interns
- Assist with museum programs and events (e.g., festivals, vacation weeks, special events), including setup, execution, and breakdown

2. Group Visits (20%)

- Welcome and orient tour groups upon arrival
- Explain museum layout, rules, and expectations clearly to group leaders and participants
- Coordinate with group leaders to confirm attendance numbers and process payments
- Support group experience by monitoring galleries, assisting visitors, and addressing needs during the visit
- Assist with setup and breakdown related to group visits as needed

3. Birthday Parties & Private Facility Rentals (20%)

- Prepare party or rental spaces, including room setup and materials
- Lead or assist with structured program activities as assigned
- Provide direct support to party hosts and guests to ensure a positive experience
- Assist with event flow, cleanup, and room reset following the event

4. Additional Duties & Operational Support (10%)

- Assist with data entry, mailings, and administrative tasks as assigned
- Support visitor amenity programs and related materials
- Assist with museum events both on-site and off-site, as needed
- Obtain First Aid/CPR certification and provide basic first aid assistance in accordance with training and museum protocols
- Perform other duties as assigned by supervisors

JOB QUALIFICATIONS

Necessary Qualifications/Requirements

- Must be **18 years of age or older**
- **Must be available to work weekend, holiday, and evening shifts.**
- Ability to interact professionally and respectfully with visitors of all ages, backgrounds, and abilities
- Ability to work effectively as part of a team and follow supervisory direction
- Basic computer proficiency, including comfort with point-of-sale systems and data entry
- Basic arithmetic skills required for cash handling

Preferred Knowledge and Skills

- High school diploma or equivalent
- Previous experience working in museums or other cultural organizations
- Previous experience working with children and families
- Prior customer service or cash-handling experience

Wenham Museum is an equal opportunity employer and encourages candidates of all backgrounds to apply.

PHYSICAL DEMANDS AND WORK ENVIRONMENT

This position requires the ability to perform the following activities throughout the workday:

- Stand and walk for extended periods of time
- Sit, bend, kneel, and reach above and below shoulder level
- Perform repetitive motions, including typing, filing, and point-of-sale tasks
- Lift, carry, and move materials weighing up to **40 pounds**, with or without reasonable accommodation

The work environment is active and visitor-facing. Noise levels may vary and can be unpredictable, ranging from moderate to loud, particularly during programs, events, and peak visitation periods.

DISCLAIMER

The statements above are intended to describe the general nature and level of work being performed by employees assigned to this position. They are not intended to be an exhaustive list of all responsibilities, duties, or skills required. Duties and responsibilities may change at any time with or without notice.

HOW TO APPLY:

Please submit a cover letter and resume to info@wenhammuseum.org. Applications will be reviewed on a rolling basis, and recruitment will remain open until all positions are filled.