



CHESAPEAKE BAY MARITIME MUSEUM

213 NORTH TALBOT STREET | ST. MICHAELS, MD 21663 | 410-745-2916 | CBMM.ORG

POSITION: GUEST SERVICES ASSOCIATE

REPORTS TO: MARINA & GUEST SERVICES MANAGER

The Chesapeake Bay Maritime Museum (CBMM) is dedicated to preserving and exploring the history, environment and culture of the Chesapeake Bay region, and making this resource available to all. As an educational institution, staff carry out CBMM's mission, goals and vision, working individually and collaboratively to encourage the public's access to our collections, programs, and resources.

SUMMARY DESCRIPTION

The Museum's Guest Services Team function is comprised of the following areas: admissions and membership sales through our welcome center, retail sales in our museum store, guest information and wayfinding. As part of CBMM's front-line sales force, the Guest Services Team is responsible for ensuring that all guests are greeted, engaged, and informed about CBMM. The Guest Services Team is responsible for helping to educate and promote CBMM's mission to members, visitors, and the local community.

KEY ATTRIBUTES

- Cheerful and pleasant personality.
- Knowledge of customer service and sales.
- Excellent communication skills.
- Must be able to handle some physical labor, i.e., lift objects up to 40lbs, climb stairs, etc.
- Ability to interact with the public in a positive and enthusiastic manner.
- Optimistic "can-do" attitude.
- Ability to multi-task and maintain professional composure in a fast-paced environment.
- Excellent co-worker and team player.

PRIMARY RESPONSIBILITIES

- Proactively and cheerfully welcome guests as they arrive at the Welcome Center; efficiently sell tickets and memberships.
- Knowledgeable and able to communicate what CBMM offers our guests and effectively communicate the benefits of Membership at various levels.
- Accurately provide daily cash, credit, and admissions records for the Finance Department. Ensure that all income correctly reconciles with the system's records daily.

- Maintain cleanliness of the Museum's entrance courtyard and Welcome Center, as well as proactively pick up any litter found on the grounds or in exhibit buildings.
- Assist with marina operations; including prompt and courteous ship-to-shore radio communications, greeting boaters as they arrive to dock and offer assistance with lines and electric requirements, and assuring a first-class docking experience.
- Check the CBMM schedule each morning in order to provide guests with guidance on the schedule of programs, tours and activities occurring on campus each day.
- Follow opening and closing procedures completely and conscientiously. Ensure all entrances and exits of our 18 acre campus are properly opened and secured nightly.
- Periodically check and record any needed repairs or problems with the exhibitions or grounds and report to management.
- Assume such other duties as are necessary for the operation of the Museum or as assigned by the Marina and Guest Services Manager and/or Director of Guest Experience.

This is a seasonal-hourly position of CBMM with an expected work schedule of 16 to 40 hours per week during the months of **April - October**. Guest Services Associates are expected to work weekends as scheduled by their supervisor. Total number of hours worked each week will vary depending upon number of visitors anticipated or scheduled activities at CBMM.

The Guest Services Team is expected to be present for all CBMM festivals unless otherwise arranged with the Guest Services Manager and/or Director of Guest Experience and may be assigned to work in a capacity other than defined.