

Woodlawn Museum, Gardens & Park

Guest Attendant ~ Job Description

About Woodlawn

Woodlawn is a 180-acre historic estate comprised of a Federal-styled historic house, gardens, barns, fields and woods. Under the governance of the Hancock County Trustees of Public Reservations, Woodlawn offers the people of Hancock County and beyond opportunities for recreation and education on a preserved historic estate, and provides connections to the region's cultural heritage through programs that arouse curiosity and entertain. Over the last decade, Woodlawn has successfully completed a million dollar capital campaign to finance the preservation of the Black House, created a building maintenance endowment, and improved governance policies and practices. New programs and activities have broadened the audience base while diversifying income sources.

Position

The Guest Attendant is responsible for the daily functions in the Museum Store (where tours and merchandise are sold) and ensuring that it is a positive and welcoming environment for our guests. The Guest Attendant prepares the Black House each morning for tours and opens the Museum Store. He/She also ensures both the Black House and Museum Store are clean and presentable to the public. This is a seasonal, non-exempt position available part-time in May and October and fulltime June-September that reports to the Executive Director. It requires some holidays, weekends, and special event work which may include some evening hours.

Duties

Open and close the Museum Store and Black House each business day.

Sell merchandise and audio tours.

Assist with the merchandizing of store product and restocking of product; perform as hostess for the Woodlawn Afternoon High Teas to include set up, serving and clean-up.

Open and close the cash register.

Ensure Museum Store is a welcoming environment for museum guests.

Answer guest questions relating to house, audio tour, or store product.

Assist in maintaining public and staff areas in a neat and clean condition.

Answer basic questions about the history of Woodlawn.

Perform light cleaning in the house as requested by supervisor and curatorial guidelines in order to help insure a quality appearance.

Learn, understand, and adhere to staff policies, including clothing, personal appearance, safety procedures, and scheduling.

Perform other duties as required by Executive Director.

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Qualifications

The successful candidate will demonstrate palpable enthusiasm for the mission of Woodlawn and ability/willingness/passion to share that enthusiasm with others. The candidate must be 18 years of age with prior retail experience in a gift shop setting including experience in merchandising and handling sales transactions. The successful candidate will have excellent communications skills. A high school diploma, or equivalent, is required for this position, a bachelor's degree or coursework preferred. The candidate must have the ability to perform basic housekeeping duties including but not limited to vacuuming, dusting, and washing floors. A team-player, the candidate must have a proven ability to work well under pressure and must like meeting and interacting with new people.