

## Plimoth Plantation, Inc. Job Description

Title: Guest Services Associate  
Department: Guest Services  
Reports to: Guest Services Director  
FLSA status: Non-exempt  
Supervises: None

### PRIMARY RESPONSIBILITY:

The Plimoth Plantation Guest Services Associate sets the tone of the guests' Museum visit by promoting and selling our museum experience while providing world-class attentive and engaging customer service.

### Major Duties and Responsibilities:

- Welcome Museum guest in a friendly, professional and efficient manner
- Help Museum guest choose the appropriate experience for their visit
- Provide information on daily events, Museum memberships, dining locations, directions to theater and living history sites, and all other queries by our Museum guests
- Greet adult and school tour groups to prepare them for their visit
- Anticipate needs and provide help to our guests
- Stock and maintain brochures, maps and other resource materials
- Maintains neatness and cleanliness of ticketing counter and surrounding areas indoors and outdoors.
- Use Center Edge program to sell admission and processing group tours.
- Provide support to Group Sales including invoicing, scheduling reservations, answering voicemails, placing calls for payments in advance.
- Responds to social media inquires on Museum hours, prices, events, and programs.
- Remain alert to guest needs and situations, notify appropriate managers.

This description is not intended to be a complete list of all responsibilities, duties, skills, requirements or working conditions associated with the job. While this is intended to be an accurate reflection of key responsibilities of the job as it is at present, management reserves the right to revise the job or to require that other or different tasks be performed as assigned. This job description may be reviewed by management at any time either to ensure that it relates to the job currently being performed, or to incorporate changes. Management reserves the right to change a job description; and if/when doing so will discuss with the employees concerned so that any changes are understood by employees.

### Qualification requirements:

Must be helpful, courteous, enjoy serving the public, have decent math skills and be able to work as part of a team. Adhere to the Plimoth Plantation dress code and be punctual for all scheduled shifts. Ability to work at all Museum locations. Exercise sound judgment about when to take breaks and where to be located during business hours. Demonstrates a professional

attitude and enthusiasm for Plimoth Plantation, The Wampanoag Homesite, Mayflower II, Plimoth Grist Mill and Plimoth Cinema. Always present an impression of readiness and availability to assist guests with all transactions while meeting and exceeding that guest's level of satisfaction. Answer phones in a friendly and professional manner. Maintain a neat and organized workstation while performing numerous tasks. Attend all required training sessions and meetings. Maintain a basic historical knowledge to answer guest questions about the Wampanoag and the 17th New England colony. Perform all duties in a manner consistent with the museum's Guest Relations Philosophy and customer service goals. The work environment requires walking and standing, some bending and lifting, some working outdoors. Strong interpersonal, listening and communication skills and the ability to work well as a member of a team are critical to this position.