

Job Title: Keeper's House Museum & Gift Shop Associate

Position Schedule: Approx. 16-28 hours per week March-October; Approx. 12-20 hours per week November-February.

Required Skills / Qualifications:

- High School Diploma plus 2 years of work experience required.
- Demonstrated ability to work independently and exercise sound judgment required.
- Cash register, point-of-sale, credit card processing, and cash handling experience required.
- Trustworthy and reliable.
- Working knowledge of Microsoft Word and Microsoft Excel preferred.
- Proven customer service skills including the ability to maintain professional demeanor.
- Ability to multitask.
- Knowledge of Franklin County Florida, St. George Island, and the Cape St. George Lighthouse preferred.
- 2 references required.

Gift Shop:

- Greets customers as they enter the gift shop and assesses whether they prefer to shop alone or need recommendations for their purchase. As appropriate, encourage the purchase of Lighthouse memberships, memorial pavers, and other merchandise.
- Provides retail services to customers, answering questions, ringing up sales, using credit card machine, and bagging items which have been sold.
- Sell tickets for customers wishing to climb the lighthouse. Assesses that criteria for climbing is met (i.e., climbers must be at least 40 inches tall, must wear shoes, etc.)
- Works closely with the "Lighthouse Keeper" to support the overall "lighthouse experience."
- Ensures that Gift Shop is clean, well-maintained, and shelves are properly stocked.
- Follows procedures for store opening and "end of day" close-out/reconciliation on cash register and credit card machine. Ensures that all cash, checks, and credit card information is accounted for.
- Assists in identifying merchandise to sell in the gift shop and recommends items for re-order.
- Answers phone and provides necessary assistance. Checks voicemail messages and returns calls as appropriate. Deliver messages to appropriate person and return answering machine to 0 at end of day.
- As needed, processes orders placed by phone or online.
- Assists in receiving, inspecting, pricing, and displaying new inventory.
- Watch for and attempt to resolve security risks and thefts.
- Ensure doors are locked and security system is invoked when museum/gift shop is not in operation.
- Provides light cleaning to ensure that counters and display cases are free of dust and fingerprints; vacuums / sweeps floors and stairs. Assists in keeping windows and bathroom clean.
- Work to help maintain our TripAdvisor Certificate of Excellence Rating.
- Assist with annual inventory one week per year.
- Other duties as directed by management.

Museum:

- As time permits, encourage Museum visitors to learn the history of the Cape St. George Lighthouse by reviewing pictures, reading text associated with displays, and viewing the audiovisual information that is available.
- Provides a brief orientation to visitors and answers the majority of questions that arise.
- Provides light cleaning to ensure that display cases are free of dust and fingerprints and floors are free of debris. Assists in keeping windows and bathroom clean.
- As needed, provide "tactful counseling" for inappropriate behavior. (No open food or drink containers allowed, no dripping bathing suits allowed, no rowdy behavior allowed.)
- Other duties as directed by management.