Wisconsin Historical Society
Position Description

Position Title/Classification: Sales Associate- LTE seasonal
Working Title: Front Line Hosts

Location: Old World Wisconsin; Division of Museums and Historic Sites
Reports to: Supervisor: Assistant Director, Guest Experience; Lead Worker: Guest Service Coordinator
Type of Employment: Seasonal, Limited Term (LTE)
Work Schedule: 16-40 hours per week in season; 9:15 am - 6:00 p.m., weekend hours required, evenings and additional availability as needed for special events

Summary

The individual in this position is responsible for welcoming guests to Old World Wisconsin, facilitating ticket sales, conveying the daily Old World Wisconsin experience, selling museum memberships, and conducting retail transactions.

This position provides welcoming, high quality customer service in alignment with the Mission of WHS and the Vision of Old World Wisconsin. This employee must work well in a fast paced environment, have experience with point of sales systems, and have a passion for creative, guest-focused service.

Specific duties and responsibilities include, but are not limited to:

Duties
40% A. Customer Service
1. Maintain a positive, welcoming attitude at all times
2. Greet and welcome museum guests; provide prompt assistance and anticipate needs
3. Provide clear information relating to the museum experience (including site logistics and suggestions for what to see and do)
4. Become well-versed in museum mission and philosophy
5. Become familiar with retail merchandise, including seasonal offerings
6. Have a good knowledge of surrounding area
7. Think on your feet to ensure positive and useful guest interactions that make the start and end of every OWW visit the best it can be
8. Direct guests, in person or via phone, to the appropriate person/party as needed
9. Maintain personal appearance according to museum standards and wear museum approved uniforms

40% B. Point of Sale Service
1. Understand and perform all Tier 1 point of sale responsibilities; Tier 1 duties include:
   a. Opening money count and drawer opening activities (includes safe access)
   b. Ability to change and create new customers in POS system (CounterPoint)
   c. Perform basic sales functions (sales, non-validated returns, current ticket voids, holds of admission and retail items)
   d. May assist in performing some advanced sales functions (releasing orders)
e. Print item labels
f. Closing money count (includes counting and reconciling)

2. Fully understand all Wisconsin Historical Society membership levels and benefits to facilitate membership sales
3. Ensure guests are properly charged, appropriately ticketed, and are confident in their next steps before leaving admission area
4. Keep all ticketing materials organized and stocked
5. Clean and maintain retail displays
6. Assist in receiving of new merchandise orders and annual inventory

10% C. Ensure Site Security
1. Maintain site radio communication and respond to calls as needed throughout the day
2. Assist with implementation of emergency procedures to ensure the safety including locations of first aid supplies, storm shelter areas, and emergency communication plans
3. Collaborate with Tram Team as they conduct site close sweep at the end of each day ensuring all guests are safely off the site

10% D. Serve as Part of the Guest Experience Team
1. Communicate and collaborate regularly with colleagues to ensure team effectiveness
2. Attend daily morning meetings, and required trainings as needed
3. Participate in year-round professional development
4. Become well-versed in museum mission and philosophy
5. Provide general administrative and site operational support as needed
6. Other duties as assigned

Knowledge, Skills, and Abilities
- Excellent customer service
- Excellent communication skills, with groups and one-on-one
- Ability to work with diverse audiences and team members to realize exceptional service
- High level of organization and attentive to schedules and deadlines
- Ability to record and manage information using computer technology
- Ability to function and cooperate in a team environment
- Ability to work independently with minimal supervision
- Ability to problem solve and handle multiple tasks in a fast-paced environment
- Maintains a hardworking, positive attitude
- Ability to stand for long periods of time
- Ability to work in a semi-outdoor setting and varying weather conditions
- Occasionally walking, crouching, and standing
- Ability to move with groups out on site, as needed, distances of ~ .25 miles
- Able to have physical dexterity and flexibility to work in an office environment

Important Information
A criminal background check will be conducted prior to an offer of employment to determine if the circumstances of any conviction may be related to the job.

The Immigration Reform and Control Act of 1986 requires employers to hire only individuals who are eligible to work in the United States. Upon reporting for work, an individual will be expected to present proper evidence establishing employability.
Verification of any academic degrees will be conducted prior to an offer of employment.

**Position Status/Benefits**

This is a Seasonal Position April through October, with November and December hours available for holiday programming.

All staff are required to work Saturdays and/or Sundays, 2 to 5 days a week.

State residency required.

This is a State of Wisconsin Limited Term Employment position.

Starting at $8.50 per hour.

**Contact**

Please send the completed application packet, including the official WHS Application for Employment, to:

**Old World Wisconsin**

Attn: Anna Altschwager, Assistant Director, Guest Experience

W372 S9727 Hwy 67

Eagle, WI 53119

[OWW@wisconsinhistory.org](mailto:OWW@wisconsinhistory.org)

**The Wisconsin Historical Society is an equal opportunity employer.**
2020 Guest Experience Team Application

Name: __________________________________________________________________________

I am a: ☐ Returning Applicant ☐ New Applicant

I am applying for a position on the following Guest Experience team:
☐ Experience Facilitation Team ☐ Front Line (store/admissions) Team ☐ Tram Team

At the Wisconsin Historical Society we transform lives through unparalleled access to history. We believe that the public's knowledge of history has profound economic, societal, and cultural benefits. In our work at Old World Wisconsin we set the standard for guest experiences that are engaging, enriching, authentic, relevant, and fun.

Our Values are qualities that are seen in all of our work, everyday:
- Embracing a Spirit of Service
- Engaging our Expertise
- Sparking Enthusiasm
- Cultivate Inclusion
- Exceed Expectations
- Think Big and Grow with Purpose

In order to apply for a position, there are four (4) parts that must be completed.

I have completed the following parts of the Application Packet:
- ☐ This Cover Sheet
- ☐ The Team Application (Five (5) questions)
- ☐ The WHS Application for Employment
- ☐ The Schedule Availability Worksheet

By submitting this application I Agree To The Following Statements:
- I understand that all staff must work July 4th
- I will work at least 2 weekend days in every schedule set (a 2 week period)
- I will work at least 2 days per week, every week

_____________________________________________  __________________________
Signature Date

Please send the completed application packet to:

Old World Wisconsin
Attn: Anna Altschwager, Assistant Director, Guest Experience
W372 S9727 Hwy 67
Eagle, WI 53119
email: OWWW@wisconsinhistory.org

2020 Guest Experience Team Application Old World Wisconsin
Front Line Team Application

Name: ____________________________________________________________

Please answer the following questions to help us understand your skills, motivations, and approach to creating an exceptional guest experience. Be brief, no more than 100 words per response. You may answer on a separate sheet.

1. Why are you interested in being part of the Front Line Team at Old World Wisconsin?

2. When we talk about making history engaging and connecting to guests, what do you hope this looks like in a retail or admissions setting?

3. Reflecting on the position description, what strengths do you bring to the team?

4. This job is the first and last impression guests have of Old World Wisconsin. Please share with us what you hope they take away from their experience.

5. Do you have any special skills or knowledge (languages, certifications, etc.) that you’d like us to consider integrating into your work on the Front Line Team?
The 2020 Season Overview

2020 Training Dates (All staff MUST attend required training before working any paid hours.)

Track A: March 28 & April 4, plus 1 day Team Training April 5
Track B: March 31 & April 1, plus 1 day Team Training the week of April 6
Track C: June 16 & 17, plus 1 day Team Training June 19

Spring Season
School Tours: Tues- Fridays, Work hours: 9:15 am to 3 pm, April 21 – June 11
Open: Saturdays – Sundays, Work hours: 9:15 am to 5:30/6 pm, May 9 – June 7

Summer Season
Open: 7 days a week, Work hours: 9:15 am to 5:30/6 pm, June 12 – Sept. 6
Guided Journeys: Mondays – Thursdays
Site Self Explore: Fridays-Sundays

Fall Season
Open: Saturdays – Sundays, Work hours: 9:15 am to 5:30/6 pm, Sept. 12 – Oct. 11
School Tours: Tues- Fridays, Work hours: 9:15 am to 3 pm, Sept. 22 – Oct. 30

Holiday Season
Halloween Legends and Lore: Oct 16, 17, 23, 24, Work hours: 5 to 9:45 pm
An Old World Christmas: Dec 5, 6, 12, 13, 19, 20; Work hours: 9 am to 4:30 pm

About Our Schedules:

Our schedules are built in four (4) parts; Spring, Summer, Fall, and Holidays. You will submit your availability for each season. The schedule will be designed in a pattern that repeats every two (2) weeks: A, B, A, B, A, B, etc. The Schedule Availability you give us now will be used to build our seasonal schedules. If things change, you must work directly with your supervisor to make adjustments. You are responsible for working all scheduled shifts.

Example Availability

This person would work every Sun., Tue., Wed., and Thurs, but only every other Saturday.

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This is what a month would look like for the above availability. In this example The Gray Boxes Are Work Days. You can see that they have every other Saturday off, with the A and B week pattern repeating.
Schedule Requirements:

- You cannot work more than five (5) Days in one (1) Week (Sun. – Sat.)
- All Staff must work at least two (2) days each week (Four (4) days total in each two (2) week block)
- All Staff must work at least two (2) weekend days in their two (2) week block

We know that over the course of the season, conflicts may arise when you cannot work a scheduled day. **It is your responsibility to find someone to cover your spot.** With the A & B model, you are more likely to find someone with whom to trade shifts.

**Please fill out the following Schedule Worksheet and return it with your Application.**
Your 2020 Schedule Worksheet

Name: _________________________________________________________________________

☐ Experience Facilitation Team       ☐ Guest Service Team       ☐ Tram Team

Training: All staff must attend training before any paid hours are worked.

Please indicate which days you will attend the REQUIRED onboarding and training:

☐ Track A: March 28 & April 4, plus 1 day Team Training April 5  
☐ Track B: March 31 & April 1, plus 1 day Team Training the week of April 6  
☐ Track C: June 16 & 17, plus 1 day Team Training June 19  

Training dates are currently tentative, and subject to change. You will be notified if/when dates change.

SPRING: School Tours: Tues- Fridays, 9:15 am to 3 pm, April 21 – June 11  
Open: Saturdays – Sundays, Work hours: 9:15 am to 5:30/6 pm, May 9 – June 7

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SUMMER: Open: 7 days a week, Work hours: 9:15 am to 5:30/6 pm, June 12 – Sept. 6  
Guided Journeys: Mondays – Thursdays  
Site Self Explore: Fridays-Sundays

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<td>Week A</td>
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FALL School Tours: Tues- Fridays, 9:15 am to 3 pm, Sept. 22 – Oct. 30

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We will ask about Holiday Schedules in the late summer.
# W.H.S. APPLICATION FOR EMPLOYMENT

*Please print clearly, and complete entire form.*

## Applicant Contact Information:

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<tr>
<th>Name (Last, First MI)</th>
<th>Previous Name (if applicable)</th>
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<th>Primary Phone Number</th>
<th>Email Address</th>
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<th>Unit/Apt</th>
<th>City</th>
<th>State</th>
<th>Zip</th>
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<th>Permanent Street Address (if different)</th>
<th>Unit/Apt</th>
<th>City</th>
<th>State</th>
<th>Zip</th>
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## Authorization to Work:

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<th>Are you a US Citizen?</th>
<th>If you are not a US Citizen, do you have appropriate work authorization?</th>
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<td>☐ Citizen by birth</td>
<td>☐ Yes ☐ No</td>
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<td>☐ Naturalized</td>
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<td>☐ Non-citizen</td>
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*You will be required to provide proof of citizenship or work authorization upon hire. See I-9 for list of documents.*

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<th>Are you over 18 years of age?</th>
<th>If no, please list your age: _____</th>
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<td>☐ Yes</td>
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<td>☐ No</td>
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## Availability:

**Please check all that you will accept:**

- ☐ Full Time
- ☐ Daytime
- ☐ Week Days
- ☐ Summer
- ☐ Part Time
- ☐ Evening
- ☐ Weekends
- ☐ Holidays

**What is your approximate availability?**

- Sunday __________________________
- Monday __________________________
- Tuesday __________________________
- Wednesday ________________________
- Thursday _________________________
- Friday ___________________________
- Saturday _________________________

**Ideally, how many hours would you work per week? _______**

## Areas of Work Interest: Areas (Please check any that apply):

- ☐ Café Team
- ☐ Tram Team
- ☐ Front Line (Store/Admissions) Team
- ☐ Maintenance/Grounds
- ☐ Experience Facilitation Team
- ☐ Other: ________________________

## Education and Training:

**Education Level (Please check highest level attained):**

- ☐ Currently in high school
- ☐ High school diploma or GED
- ☐ Some college, no degree
- ☐ One year vocational diploma
- ☐ Two year associate degree
- ☐ Bachelor's degree
- ☐ Graduate college degree
- ☐ Other: _________________________

- ☐ Currently enrolled in college as a ☐ Freshman ☐ Sophomore ☐ Junior ☐ Senior ☐ Graduate Student

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2020 Experience Facilitator Application  Old World Wisconsin
Do you currently qualify for Work Study through UW-MKE or Whitewater?  ☐ Yes  ☐ No
If yes, would you accept a Work Study position at WHS?  ☐ Yes  ☐ No  Award amount: ________________

**Educational History (Please list location of education or professional training):**

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<th>Name of Institution</th>
<th>Location</th>
<th>Dates Attended</th>
<th>Major</th>
<th>Grad. Date</th>
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Please list equipment and programs that you are trained or experienced in operating (such as computer/office equipment/programs, farm equipment, etc.):

Please list foreign language ability and level of fluency (e.g. can read; can speak, read, and write; etc.):

Do you have a Wisconsin driver’s license?  ☐ Yes  ☐ No  Commercial driver’s license?  ☐ Yes  ☐ No

**Employment History (Please list most recent job first):**

<table>
<thead>
<tr>
<th>Employer</th>
<th>Supervisor Name /Number</th>
<th>Dates Employed</th>
<th>Duties</th>
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Have you ever worked for WHS?  ☐ Yes  ☐ No  If yes, when? ________________________________
In what capacity? ________________________________________________________________

**Please note that a criminal background check will be conducted prior to employment.**

I acknowledge that all information on this application is true and complete to the best of my knowledge, and understand that any false or missing job-related information may disqualify me for consideration. I further authorize WHS to do pre-employment checks.

__________________________  __________________
Signature                  Date