



Position Description

Working Title: Front Line Host, Anchor

Location: Old World Wisconsin; Division of Museums and Historic Sites, Wisconsin Historical Society

Position Title/Classification: Office Operations Associate

Reports to: Assistant Director, Guest Experience

Type of Employment: Seasonal, Limited Term (LTE)

Rate: Starting at \$12 per hour

Work Schedule: 16- 40 hours per week in season; 9:15 am - 5:30 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 and on-line or over the phone registrations, 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, be comfortable working with guests over the phone, and have a passion for creative, guest-focused service.

In addition, this position brings an experienced eye to the Guest Service. They mentor fellow Hosts, ensuring safety, clear and accurate communication, and the best possible guest experience. They also monitor the physical area, addressing any issues that would make the guest experience more efficient, more comfortable, and more enjoyable. They communicate with the Supervisor or Lead Worker daily.

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

Duties

30%

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, and museum offerings
5. Become familiar with retail merchandise, including seasonal offerings
6. Support registrations and ticket sales over the phone
7. Think quickly to ensure positive and useful guest interactions that make the start and end of every OWW visit the best it can be
8. Support the communication of current Covid 19 Health and Safety protocols (daily and transactional cleaning, use of PPE, etc.) to guests
9. Direct guests, in person or via phone, to the appropriate person/party as needed
10. Maintain personal appearance according to museum standards and wear museum approved uniforms

30% B. Point of Sale Service

1. Understand and perform all Tier 2 point of sale responsibilities; Tier 2 duties include:
 - a. Opening money count and drawer opening activities (includes safe access)
 - b. Ability to change and create new customers in Touchscreen
 - c. Perform basic sales functions (sales, non-validated returns, current ticket voids, holds of admission and retail items)
 - d. Perform advanced sales functions (tax exemptions, validated returns, past ticket voids, facility rental sales, all order processing functions)
 - i. May serve as back-up in performing advanced sales functions for primary employee responsible (possibly in other departments on-site)
 - e. Ability to run basic POS reports
 - f. Print item labels
 - g. Closing money count (includes count, reconcile, and posting)
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, mentoring fellow Hosts in coordination with Lead Worker
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

20% B. Support Front Line Team Operations

1. Coordinate with Lead Worker on daily schedules and priority tasks
2. Communicate break and location rotations throughout the day, as needed
3. Ensure that the Front Line Team is providing accurate museum information, including information about current museum programs and the “Big Ideas” that support OWW’s Organizational Philosophy, in collaboration with Lead Worker
4. Ensure that daily cleaning and restocking occur and maintenance or custodial issues are reported in a timely and clear way
5. Meet weekly with Lead Worker, and create Daily Summary docs for days serving as Anchor
6. Lock and secure the Museum Store and/or Ticketing on days serving as Anchor

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 of guests and staff including knowing the locations of first aid supplies and 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. Support the safe and responsible use of PPE in compliance with current State and Federal Guidelines
3. Attend daily morning meetings, and required trainings as needed

4. Participate in year-round professional development
5. Become well-versed in museum mission and philosophy
6. Provide general administrative and site operational support as needed
7. 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 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 work in a semi-outdoor setting and varying weather conditions
- Ability to move with groups out on site, as needed, distances of ~ .25 miles

Work Environment

A Note on Covid 19 and your work environment:

WHS prioritizes the health and safety of our staff, their families, and communities. Masks are required for all staff in all roles. We will continue to ensure that all staff have access to Personal Protective Equipment (PPE), workspaces that are clean and physically distanced, and a workplace culture that values accountability and your sense of well-being.

As a state agency, we will comply with guidelines set forth by the State of Wisconsin Department of Health, and local county guidelines.

Additionally:

- Work is performed in historic structures lacking climate control and with direct exposure to the outdoors in farm and wooded environments, including allergens and insects
- Work involves daily contact with the public, and may involve dealing with difficult people, large groups of people, and facilitating experiences for a diverse array of guests
- Days and hours may vary to accommodate specific programs and events

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.

Contact

Please send the completed application packet by email or mail to:

Old World Wisconsin

Atten: 2021 Team Application

W372 S9727 Hwy 67

Eagle, WI 53119

fax: 262-594-6342

email: OWW@wisconsinhistory.org

The Wisconsin Historical Society is an equal opportunity employer.