



Light Station Store & Tour Associate Job Description

Summary of Position

We are looking for a Light Station Store & Tour Associate who is an energetic and friendly person with experience in guest relations, retail, point-of-sale (POS) systems, and that has enthusiasm, good organization, great customer service skills and willingness to learn new skills. The position is part time reporting to the Executive Director (ED). Schedule flexibility is a must, you may or may not have standard days on the schedule (i.e. every Friday and Saturday). Ability to work weekends is required, particularly in the summer months. Hours for the position are 9:45 a.m. to around 4 p.m. The Lighthouse is open daily from 10 a.m. to 3:30 p.m., closed on Thanksgiving and Christmas days. Compensation and responsibilities are dependent upon prior experience and skills.

Position is primarily responsible for:

- Light Station Store sales, organization and restocking
- Guest relations and management, including answering guest questions about the history and technology of the Light Station
- Opening and closing the Light Station Store and Indoor Museum

Required Skills

- Retail sales
- Great interpersonal skills
- Great teamwork
- Impeccable customer service
- Ability to learn and retain detailed facts about the Light Station
- Comfortable giving verbal presentations to large (10+) groups

Desirable Skills

- Experience with, or ability to easily learn, retail Point of Sale (POS) system, including but not limited to sales, checking inventory, receiving inventory shipments and running restocking reports
- Marketing experience, including social media
- Microsoft Office Suite

Full Job Description

Tour Associate role involves greeting guests, giving presentations on the Lighthouse history, technology, purpose and surrounding area, opening and closing the Museum and grounds and other duties as assigned. On a rotating basis you will also man the



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entry kiosk and welcome guests to the Light Station, sell admission tickets to guests which involves handling cash, using our online POS system to record sales, taking credit card payments, and advising guests of our rules. Tour Associates currently spend their shifts:

- In the Museum (ground level) and outside the Museum controlling the number of guests allowed in at a time
- Answering questions about the Light Station
- Providing private tours of the Museum and Lighthouse Tower to lodging guests and members on request
- Manning the Entry Kiosk

Other duties include setting DVD player with Lighthouse DVD to run in Museum, opening up Museum shades, hoisting and taking down flags at start and end of shift, opening and closing gates, locking garbage container lids and closing out kiosk cash register and recording sales.

Once the COVID-19 Health Orders allow it, the Lighthouse Tower (115' tall, 145 steps to the top) will be reopened for tours and Tour Associates will also be stationed at the top of the Tower to welcome guests and provide an informational presentation. You must be physically capable of climbing the 145 steps up to 4 times a day, although average is 2 times.

Light Station Store Associate role involves opening the register, greeting guests as they come into the Light Station Store, helping guests find what they want, making sales, answering guest questions, straightening up the merchandise, restocking, receiving and putting away new deliveries, closing out the register and balancing the day's transactions. We use Lightspeed as our POS system and you are expected to learn and be comfortable and competent with it in the first 5 days of your employment.