



Light Station Tour Associate Job Description

Summary of Position

The Light Station Tour Associate is an energetic and friendly person with experience in guest relations, sales and that has enthusiasm, good organization, great customer service skills and willingness to learn new skills. The position reports 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. until Memorial Day weekend, then to around 5 p.m. through Labor Day. The Lighthouse is open daily, closed on Thanksgiving and Christmas days. Position is primarily responsible for:

- Guest relations and management, including answering guest questions about the history and technology of the Light Station
- Provide tour presentations to guests in the Indoor Museum and Tower
- Opening and closing the Light Station grounds and Indoor Museum
- Manning entry Kiosk and selling admission tickets

Required Skills

- 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
- Cash handling
- 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 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:



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- In the Museum (ground level) or in the Tower
- Answering questions about the Light Station
- Providing tour presentations in the Indoor Museum and Lighthouse Tower
- Manning the Entry Kiosk

Other duties include setting DVD player with Lighthouse DVD to run in Museum, opening up Museum shades, restocking informational displays, 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.

Starting Memorial Day weekend 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.