

WELCOME CENTER GUEST SERVICES ASSOCIATE (FT, hourly)

About Hildene:

Hildene is a 501c3 nonprofit organization dedicated to preserving and promoting the legacy of the Lincoln family through its mission: *Values into Action*. Once the summer estate of Robert & Mary Lincoln, Hildene is comprised of a 1905 Georgian Revival home, formal and working gardens, restored 1903 Pullman railcar Sunbeam, agricultural operations, cheesemaking facility, 12 miles of trails, and year-round programming, all on 412 acres in beautiful Manchester, Vermont. We are among Vermont's top tourist destinations, attracting guests from all parts of the globe. www.hildene.org

POSITION OVERVIEW:

A Public-facing role in a fast-paced environment that serves as the first point of contact for Hildene guests in the Welcome Center and Museum Store. Duties include processing admissions and retail merchandise transactions; responding knowledgeably and effectively to questions regarding all aspects of the Hildene experience including membership and volunteer opportunities; assisting guests with inquiries about additional area attractions; supporting day-to-day operations (restocking, shipping and receiving, merchandising, etc.) in Welcome Center and Museum Store; respect and enforce protocols for guest safety while on the site; to do such other related work as may be required or requested. (Full-time, hourly; weekends required.)

REQUIREMENTS & RESPONSIBILITIES:

- Accurately perform daily opening and closing tasks and procedures
- Accurately perform retail transactions, daily deposits, and store close-out procedures
- Store maintenance including restocking, merchandising, and inventory assessments
- Positively engage with in-person guests, telephone inquiries, tradespeople, vendors, et al.
- Develop and demonstrate a working understanding of the estate and its history
- Ability to communicate and learn effectively through multiple channels both in person and digitally
- Strong computer skills (Word, Excel, POS) and proficiency in the use of standard office equipment
- Ability to navigate various customer service scenarios with positive outcomes
- Ability to work effectively without direct supervision as well as part of a team
- Ability to multi-task and prioritize projects and duties
- Ability to positively adapt work flows to accommodate volume and pace of guest needs

The successful candidate will be a clear communicator, be able to stand for long periods, lift up to 20 lbs., have a clean, neat, professional presentation, and put forth a positive and welcoming demeanor.



QUALIFICATIONS:

Education: High school diploma or GED equivalent required; college degree highly desirable

Experience: Minimum 2 years' retail or customer service experience. Experience with museums, non-profits, or specialty retail preferred

Other: Must follow all active COVID-19 protocols (subject to change)

PAY: Full Time, hourly @ \$15/hour

Benefits include: dental and vision after 60 days; life and AD&D insurance; paid time off after 6 months; holidays; simple IRA account with employer 2% contribution after eligibility requirements are met.

Please email a letter of interest, resume, and 3 – 4 references to Meghan Goodwin, Manager of Guest Services and Retail Operations: meghan@hildene.org. *Incomplete applications will not be considered.*

Hildene, The Lincoln Family Home believes diversity in identities, perspectives, and backgrounds, fosters creativity and enriches the workplace for us all. We deeply value different points of view that allow us to include and celebrate the diversity within our company, as well as build out better experiences for our guests and members. We welcome applicants of any race, religion, color, national origin, citizenship, gender, sexual orientation, age, and socioeconomic, marital, veteran, and disability status.

