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Job Description: Summit Museum Attendant

General Description

The Summit Museum Attendant at the Mount Washington Observatory's Mount Washington Summit Museum is responsible for day-to-day activities at the Museum and Museum Shop, including assisting visitors, processing admissions, processing retail sales, re-stocking the Museum Shop, cleaning, and serving as a general representative of the Observatory. The Summit Museum Attendant is also responsible for several other tasks to assist the smooth functioning of the Museum and the Museum Shop. This position is a full-time seasonal position usually beginning around mid-May and usually ending sometime in mid-October. The Summit Museum Attendant lives and works in the Sherman Adams building located at the summit of Mount Washington, works Wednesday to Wednesday (eight days on, six days off), and is provided meals and sleeping arrangements for the duration of their shift.

Transportation to and from the summit is also provided on shift change days.

Job Tasks and Responsibilities

- Welcoming visitors to the Museum, and collecting admission fees (when appropriate) from those who enter the exhibit area.
- Encouraging and processing sales of educational, Observatory, and mountain-related items. The Summit Museum Attendant will also work with the Manager of Museum and Retail Operations regarding tracking of inventory, ordering, receiving, and storage of merchandise, and maintaining attractive and effective display of items as directed. The Summit Museum Attendant will be responsible for basic daily record keeping related to sales and Museum admission activity, including cash register closing.
- Serving as a representative of the Observatory to the visiting public, both those who already participate in Observatory activities and support the Observatory through membership, and those who have yet to join the organization. The Summit Museum Attendant will encourage and will process new memberships, will coordinate member and new member tours of the facility, and will strive to be of service to existing members.
- Providing basic visitor information to museum visitors about the mountain and especially about the Observatory. Attention to accuracy and an orientation toward serving the public are essential.
- Basic custodial chores for the exhibit, sales, and storage areas of the museum, on a daily basis or otherwise as needed; oversight and occasional basic repair of museum physical plant items, exhibits, and other equipment.
- Training and supervision of Observatory interns in basic museum procedures.
- Working productively and in a clear manner of cooperation with other Observatory staff, interns, trustees, and volunteers, as well as with employees and representatives of the New Hampshire Division of Parks and Recreation, for the efficient and effective operation of the Museum and of the Observatory as an organization, and for the maintenance and enhancement of a smooth partnership with Mount Washington State Park.
- As a staff member of the Observatory, the Summit Museum Attendant will serve as a representative of the Observatory, and may perform other tasks, on-site or off-site, related to the Observatory in general and especially to the Museum, and will work with other staff members, interns, trustees, and volunteers in advancing the Observatory's role in education and public service.

Program Staff:

The Summit Museum Attendant will be assisted in Museum duties by interns, consistent with visitor demand and the resources available, as determined by the Summit Shift Leader.

Reports to:

The Summit Museum Attendant reports to the Observatory's Manager of Museum and Retail Operations.

Supervisory Duties

The Summit Museum Attendant is involved in the training and supervision of observatory interns and volunteers in the fulfillment of his/her duties.

Knowledge, Skills, Abilities and Personal Characteristics:

The Summit Museum Attendant must be strongly oriented toward serving the public with sincerity, patience, and a consistently friendly demeanor. Experience in retail sales, hospitality, or other visitor service employment is an important asset. Experience in a fast paced environment. Enthusiasm for Mount Washington, and knowledge of the White Mountains region, and especially of Mount Washington and the Observatory, is highly desirable. The Summit Museum Attendant will often work with limited supervision, so that commitment and a sense of initiative are also important. Flexibility and a sense of humor are also worthwhile attributes, and a high comfort level with the group living situation on the summit. Physical requirements include the ability to lift and carry for short distances boxes weighing up to forty pounds, and to remain on one's feet for the overwhelming majority of the work day.

Minimum Qualifications:

Prior experience working in retail, hospitality, or other customer service oriented profession.

Accountability:

The performance of the Summit Museum Attendant will be measured by the ability to perform the basic tasks as listed above and the ability to live and work together harmoniously with other summit staff.

About Mount Washington Observatory

MWO is a private, non-profit scientific and educational institution organized under the laws of the state of New Hampshire. Its mission is to advance understanding of the natural systems that create the Earth's weather and climate, by maintaining its mountaintop weather station, conducting research and educational programs and interpreting the heritage of the Mount Washington region.

To Apply:

Send a letter of interest, resume, and references to;
Samantha Brady- Manager of Museum and Retail Operations
sbrady@mountwashington.org
PO Box 2310 North Conway, NH 03860
Email is preferred

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