



MOUNT WASHINGTON OBSERVATORY

PO Box 2310 North Conway, NH 03860-2310 603-356-2137 Fax: 603-356-0307

JOB DESCRIPTION: WDC MUSEUM ATTENDANT

General Description

The Weather Discovery Center (WDC) Museum Attendant will be the principal daily operator of the WDC. Basic responsibilities will include welcoming visitors, operating The Weather Store, providing educational and informational assistance to visitors, and performing routine maintenance and cleaning of exhibits and of the facility. Additional responsibilities include promotion of the WDC, promoting and managing school and other group visits, and assisting with retail operations including merchandise receiving and online Museum Shop mail order. The WDC is generally open seven days a week, and the WDC Museum Attendant must be willing and able to work a flexible schedule that may include weekdays, weekends, or a combination of both. The days you are scheduled to work at the WDC may vary and can change at any time depending on scheduling needs.

Job Tasks and Responsibilities

- Operating the WDC and The Weather Store. (This includes daily start-up and shut-down of exhibits.)
- Assisting visitors to The Weather Store, and quickly gaining the knowledge to be able to serve them well regarding merchandise and its features.
- Using excellent selling skills and people skills to provide an exciting retail environment for customers and potential customers.
- Using all available resources to gain product knowledge including the internet, product manuals, and direct vendor contact.
- Cultivation of customers who visit or call the Weather Store.
- Promoting the online store and the Washburn Gallery.
- Assisting in receiving, stocking and displaying merchandise for The Weather Store, and in receiving merchandise for other aspects of the Observatory's retail operations,
- Assisting with tasks related to the online museum Shop, including fulfillment of mail orders.
- Serving as a general resource to visitors, telephone callers, and other inquirers on subjects pertinent to the mission of the Observatory and the WDC.
- Playing a role in the implementation of daily educational programming, including exhibit interpretation.
- Performing daily cash register closing, and maintaining daily statistical and financial records related to the WDC and Shop activity.
- Assisting in physical plant maintenance with an emphasis on safety and efficiency, and performing routine cleaning and maintenance on a daily (or more frequent, as needed) basis.
- Promotion of the WDC to the public, and assisting with promotional events.
- Serving as a representative of the Observatory, and encouraging support of the Observatory through membership.
- Assisting in the evaluation of the performance of the WDC.
- Training and supervising volunteers at the WDC.
- Working with other staff members in promoting the Observatory and in advancing the Observatory's role in education.

- Performing other tasks, on- or off-site, related to the Observatory in general and especially to the WDC; this may include clerical and administrative tasks.

Reports to:

The Attendant reports to the Observatory's Retail Manager.

Supervisory Duties

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

Knowledge, Skills, Abilities and Personal Characteristics:

The ideal candidate for the position will have experience in the day-to-day operations of a public contact facility, such as a store, visitor center, or similar institution. Familiarity with retail sales, especially in the non-profit setting, is highly desirable.

The ideal candidate should also have good written and oral communications skills, and basic computer skills. An interest in, enthusiasm for, and knowledge of, weather and related subjects would be a real plus, as would familiarity with Mount Washington and the White Mountain region. A focus on public service and safety are paramount. Also desired are flexibility and a commitment to teamwork.

The Attendant must be able to lift and carry short distances boxes weighing approximately forty pounds.

Minimum Qualifications:

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

Accountability:

The performance of the Attendant will be evaluated in part by:

- Positive operation of the WDC
- Positive budget performance
- Improved performance of The Weather Store
- Increase in number of WDC visitors
- An excellent safety record for the WDC
- Positive feedback from visitors
- Submission of timely, complete and accurate daily reports

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, Interim Manager of Retail Operations

sbrady@mountwashington.org

PO Box 2310 North Conway, NH 03860

Email is preferred

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