

Job Title: Museum Concierge

Classification: Non Exempt

Salary Grade/Level/Range: \$18-20 per hour / Not to exceed 20 hours per week without prior approval

Reports To: Operations Manager and the Director of Sales & Events

Start Date: August 4 2025

Summary/Objective

The Museum Concierge ensures all clients and guests are warmly welcomed and have an exceptional experience at the National Automobile Museum. This position oversees the setup and smooth execution of events, provides basic AV and technical support, and acts as a point of contact for clients during events. In addition, they act as the Manager on Duty overseeing Admissions and the Museum Store when needed.

Essential Functions

Event Support

- Assist with setup and breakdown of museum events, including arranging tables, chairs, AV equipment, and other necessities.
- Ensure all equipment is clean, functional, and presentable prior to events.
- Greet clients and event hosts upon arrival and assist with any immediate setup needs.
- Provide on-site support throughout events, including basic troubleshooting of AV/technical equipment.
- Enforce museum policies and building regulations to ensure guest safety and appropriate facility use.
- Submit a daily event report summarizing activities, issues, and observations.

Visitor Engagement

- Serve as a point of contact for museum guests, providing accurate information and friendly assistance.
- Enhance the visitor experience through welcoming, knowledgeable, and professional interactions.

Manager on Duty (MOD) Responsibilities

- Oversee daily museum operations during assigned MOD shifts.
- Supervise on-site staff and ensure adherence to museum policies and procedures.
- Handle cash transactions and maintain accurate financial records.
- Monitor building security and respond to emergencies or incidents as needed.
- May oversee Admissions and the Museum Store when volunteers are unavailable.

Other Duties

- Perform additional duties as assigned to support museum operations and events.

Competencies

- Excellent customer service and communication skills.
- Ability to troubleshoot basic AV/technical issues.
- Knowledge of the Museum's layout, exhibits, and event policies.

- Ability to work independently and as part of a team.
- Flexible, adaptable, and proactive approach to problem-solving.
- Money Handling Skills

Work Environment

- Events take place indoors and occasionally outdoors in various museum spaces.
- Noise levels can vary depending on the event.
- May require standing and walking for extended periods.

Physical Demands

- Must be able to lift up to 25 lbs.
- Requires bending and standing for long periods.

Position Type and Expected Hours of Work

- Part-time, on-call position.
- Shifts vary based on event schedules, including evenings, weekends, and holidays.
- Overtime is not typically expected but may be required occasionally.

Travel

- None required.

Required Education and Experience

- High school diploma or equivalent.
- Customer service or hospitality experience.
- Basic understanding of event setup and AV equipment.

Additional Eligibility Qualifications

- Ability to pass background check.
- Must be 18 years or older.

AAP/EEO Statement

The National Automobile Museum is an equal-opportunity employer. We celebrate diversity and are committed to creating an inclusive environment for all employees.

Name: _____ (print) Date: _____

_____ (signature)

Company Representative Name:

_____ (print) Date: _____

_____ (Signature)

