

THE MOUNT

EDITH WHARTON'S HOME

Admissions/Bookstore Associate - Seasonal

Overview:

The Admissions/Bookstore Associate welcomes visitors, assists customers, processes payments, receives and stocks inventory. Associate is also responsible for ensuring that all financial transactions are accurately accounted, recorded, and delivered. This position is responsible for providing excellent customer service and handling day to day transaction and reporting in the visitor services operation.

Responsibilities:

- Ability to work with a point of sale (POS) system.
- Ability to effectively and professionally interact with visitors, vendors and staff.
- Perform opening and closing procedures.
- Welcome the public, sell tickets, orient visitors to various locations on property, and explain tour schedules and parking availability.
- Process cash and credit card transactions.
- Accurately tabulate cash register media and send the totals to the appropriate personnel on a daily basis.
- Loss prevention – responsible for taking steps to detect common signs of shoplifting, theft and other security risks involving customers and co-workers.
- Maintain a well-stocked clean and safe environment.
- Open and close the stables as necessary including check the rest rooms and signage for any problems.
- Secure zip code data from visitors.
- Monitor visitors for security and safety purposes and responding calmly and professionally to emergencies when they arise.
- Assist with special programs or events as requested.
- Actively participate in tour guide training and other opportunities in order to expand knowledge of the site and strengthen interpretive skills.
- Attend meetings as needed.
- Other duties as assigned.

Necessary Knowledge, Skills and Abilities:

- A positive work attitude.
- Ability to work well with a team.
- Flexible with the ability to multi-task in a highly demanding and sometimes stressful environment.
- Ability to work in an isolated environment.
- Experience in guiding and/or public speaking and enjoy working with people of a range of ages and backgrounds.
- Able to receive constructive feedback in any given situation.

Education:

High School Diploma (or GED or High School Equivalence Certificate)

At least one year of college preferred

Special Requirements:

Must be available to work any day of the week including holidays.

Physical Demands:

The employee is regularly required to sit and stand; push and pull with force. The employee is occasionally required to climb and stoop; reach with hands and arms; use hand to finger objects and controls. The employee must occasionally lift and/or move up to 30 pounds. Specific vision abilities required by this job include close vision, distance vision and peripheral vision; reading of written, printed, or computer screen data.

To Apply:

E-mail resume with cover letter to: info@edithwharton.org or mail to: The Mount, P.O. Box 974, Lenox, MA 01240, Attn: Tammy Walger.

The Mount is an equal opportunity employer.