

Ella Sharp Museum Job Description Museum Assistant

Reports To: *Assistant Executive Director*
Classification: *Part-Time; Non-exempt*
Department: *Visitor Services*

Location: *3225 Fourth St. Jackson, MI*
Supervises: *N/A*
Salary range: *Support staff level*

About the Ella Sharp Museum

The Ella Sharp Museum, founded in 1965, offers programs, exhibits, and experiences preserving community history, advancing art appreciation, and understanding, and connecting children with science. Our 6-acre campus includes the Hadwin Center with exhibit galleries, program spaces, offices, and a museum store; the Merriman Sharp farmhouse, a one-room schoolhouse, a log cabin, two 19th century barns, and other historic structures; and the Hurst Planetarium. Our mission focuses on providing opportunities to connect our community with history, the arts, and science.

About this Position

The Museum Assistant supports all museum departments by assisting with their diverse needs, rotating across departments to provide coverage and help where needed. This position includes responsibilities in Events and receptionist desk coverage, among other duties. Tasks include engaging with the public at the front desk, maintaining Ella's Gift Shop, assisting with events, and performing administrative tasks. The Museum Assistant is scheduled to work Wednesday through Saturday and may also work during museum events and rentals.

Key Responsibilities:

- Provide rotating coverage and support across museum departments, including Events, visitor services as needed.
- Assist with front desk duties, including greeting visitors, answering phones, gift shop inventory & operations, and maintaining visitor & donor records.
- Record financial transactions accurately and safeguard cash.
- Open and close the museum store following established procedures.
- Deliver outstanding customer service and act as a point of contact for Museum guests.
- Process payments for event fees, program tickets, class registrations, memberships, and other transactions.
- Assist with event planning, setup, execution, and breakdown for museum events and festivals, such as the Free Museum Day, Art, Beer, Wine Festival, and Fall Harvest Festival and rentals.
- Support operational tasks, including maintaining supplies, coordinating logistics, and aiding in the smooth functioning of museum activities.
- Contribute to administrative tasks and other responsibilities as assigned.

Desired Qualifications:

- Strong customer service skills with the ability to engage visitors
- Excellent interpersonal and communication skills
- High School diploma or equivalent required; Associate degree preferred
- Basic reading, writing, and arithmetic skills required
- Microsoft Suite, and ability to learn new database or IT software
- Detail-oriented, able to work independently, with a professional attitude and appearance.
- Ability to establish priorities and balance multiple activities simultaneously.
- Ability to handle money accurately and securely.

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Museum Assistant

- Ability to prioritize and organize projects and other assignments
- Ability to handle and operate office equipment
- Ability to work under pressure while practicing diplomacy, tact, and courtesy
- Must pass a background check

This position requires the ability to do one or more of the following throughout the day: stand, walk, sit, bend, reach above and below shoulder level, and lift/carry 50 lbs. The noise level in the work environment is variable and unpredictable, ranging from quiet to loud. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions. All job applicants receive equal consideration for employment.