ELLA SHARP MUSEUM

Museum Associate

Reports To: Director of Visitor Experience & Events
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 is to honor Ella Sharp's legacy by creating engaging experiences that inspire curiosity, foster learning, and strengthen our connection to the greater community.

About this Position

The Museum Associate 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, curatorial and receptionist desk coverage, among other duties. Tasks include engaging with the public at the front desk, assisting with events, and performing administrative tasks. The Museum Associate is scheduled to work hours will be very based on scheduled shifts and museum needs, including front desk coverage, and support for events and rentals, specific day and weekly hours will be confirmed through the posted schedule

Key Responsibilities:

- Provide rotating coverage and support across museum departments, including events and visitor services as needed.
- Assist with front desk duties, including greeting visitors, answering phones, 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:

- High School diploma or equivalent required
- Strong customer service skills with the ability to engage visitors.
- Excellent interpersonal and communication skills
- 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.
- Strong organizational skills with the ability to set priorities and manage multiple tasks and projects.
- Ability to handle cash accurately and securely.
- Proficiency in using standard office equipment.
- Ability to remain calm and professional under pressure, communicating with tact, courtesy, and respect.
- 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.