



Wisconsin Maritime Museum

Location: 75 Maritime Drive, Manitowoc, WI 54220

Job Title: Visitor Engagement Assistant

Reports to: Visitor Engagement Coordinator

Job Type: Part-time (16-24 hours per week)

Compensation: \$12/hour

Position Description and Expectations:

Responsibilities and Expectations:

- Deliver high quality customer service to Museum visitors
- Utilize Square's point-of-sale system proficiently
- Assist colleagues with administrative tasks
- Answer Museum phone line and direct calls as appropriate
- Maintain cleanliness of front desk and store areas
- Stock and inventory Museum store as needed
- Provide visitors with information about Museum, Submarine, and local area
- Give accurate and education guided tours of the USS *Cobia*
- Working weekends, nights, and holidays as necessary

Preferred Experience:

- Demonstrate superior written and oral communication skills
- Must be an approachable, motivated and self-manager with the ability to communicate to all stakeholders including the board, members, media, visitors, donors, and the local community
- Demonstrate excellent customer service
- Be a storyteller with a passion for history and/or the Great Lakes region
- Demonstrate a willingness and ability to embrace and overcome challenges.
- Cash-handling experience

Desired Qualifications:

- Experience working in a customer service capacity
- Background in giving educational programs

This job description is intended to convey information essential to understanding the scope of the Visitor Engagement Assistant (VEA) position and it is not intended to be an exhaustive list of qualifications, duties, or responsibilities associated with the job.

ABOUT THE MUSEUM

The Wisconsin Maritime Museum was founded more than 50 years ago as a small submariners' memorial that would recognize Wisconsin's contributions to WWII efforts. Since then, we've grown to be one of the largest maritime museums in the Great Lakes region, with exhibits on shipwrecks, maritime industry, ship models, art and more. The institution is accredited by the American Alliance of Museums.

Our mission is to connect all people with Wisconsin's waterways, by engaging and educating the public about the Great Lakes, Wisconsin's maritime history, Wisconsin's World War II submarines and USS Cobia.

ABOUT MANITOWOC

Located along the western shore of Lake Michigan, Manitowoc is a vibrant community of nearly 40,000 residents with a thriving downtown filled with unique restaurants and business. The city is 90 minutes north of Milwaukee and 40 minutes south of Green Bay. Shipbuilding has played a role in Manitowoc's past from the schooners of the 19th century, to the world-class, luxury yachts built by Burger Boat Company of today. Stroll the riverwalk to the lake and watch freighters move tons of materials in and out of our hard working port.

COMMITMENT TO DIVERSITY, EQUITY, ACCESSIBILITY & INCLUSION

The Wisconsin Maritime Museum is an equal opportunity employer and does not discriminate based on race, gender identity, age, class, sexuality, religion, ability or national origin. WMM is committed to advancing equity and diversity both in the organization and in the museum field. We welcome applications from BIPOC (Black, Indigenous, People of Color) candidates, people with disabilities, LGBTQ+ individuals and others with experience in meaningful diversity, equity, inclusion and accessibility engagement.

Don't meet every single requirement? At the Wisconsin Maritime Museum, we are dedicated to building a diverse, inclusive, and authentic workplace, so if you're excited about this role but your experience doesn't align perfectly with every qualification in the job description, we encourage you to apply anyways. Let us know in your cover letter how your experience makes you a good fit for us. You may be just the right candidate for this or other roles!

Inquiries and Applications:

Please email questions to asaldivar@wisconsinmaritime.org

Applicants can send resumes to asaldivar@wisconsinmaritime.org.