



**PORTSMOUTH
HISTORICAL SOCIETY**
10 MIDDLE STREET, PORTSMOUTH, NH 03801
603.436.8433 • WWW.PORTSMOUTHISTORY.ORG

Front Desk Assistant

Part-time, seasonal

April 1 - December 30, approximately 20 hours/week

\$16/hour

The Portsmouth Historical Society in Portsmouth, NH seeks an engaging and knowledgeable individual to assist in our Welcome Center & Gift Shop. Reporting to the Visitor Services & Gift Shop Manager, the Assistant will help with front of house operations. This includes assisting with walking tour operations, handling admissions and gift shop sales, managing the introductory film, promoting membership and providing information and wayfinding for visitors in a friendly and engaging manner. This position will demonstrate success in providing a seamless and engaging visitor experience while promoting the Portsmouth Historical Society as well as greater Portsmouth.

Responsibilities include:

Welcome Center

- Greet visitors in a friendly and professional manner
- Field visitor inquiries regarding the Portsmouth area and provide the necessary wayfinding and resources
- Be familiar with the many events and cultural resources available to visitors in the Portsmouth area, including, but not limited to, restaurants, museums, performing arts venues, tours and seasonal events
- Perform daily opening and closing procedures
- Ensure front of house is clean and presentable; perform light housekeeping as necessary
- Maintain front desk area and restock brochures, maps, rack cards and shop items as needed
- Answer phone calls and transfer to appropriate staff
- Promote membership to Portsmouth Historical Society and promote visitation to our John Paul Jones House
- Ensure basic understanding of exhibitions on view
- Promote Portsmouth Historical Society events and walking tours

Gift Shop

- Use Point of Sale system (Shopify) for all admissions, gift shop, event and membership sales
- Perform daily reporting procedures
- Assist Shop Manager in creating attractive displays and restocking merchandise
- Assist with phone and online gift shop orders
- Demonstrate familiarity with store inventory to encourage sales

- Assist with museum operations, as needed
- Be available to work at least one weekend day and occasional evenings
- Willingness to be cross-trained on John Paul Jones House front desk to provide lunch breaks for staff

Qualifications desired:

The ideal candidate will have experience in a fast-paced retail or museum environment. A knowledge or interest in local history, the ability to provide a high level of customer service and comfort with public speaking are imperative. The successful candidate will be able to effectively manage multiple tasks, be a self-starter, possess computer skills including Microsoft Office and GSuite, and be comfortable handling cash and credit card transactions. Experience with Shopify

(POS system) or Little Green Light (donor database) is a plus. Candidate must have the ability to lift up to 25 pounds and stand for extended periods of time.

Position Details:

There are two openings for this position. This position is part-time, seasonal, approximately 20 hours (three days) per week, April - December and is based out of the Portsmouth Historical Society in Portsmouth, NH. We are open to the public April 1 - December 30, seven days a week, 10 am - 5 pm. Working hours are 9:30 am - 5:30 pm. Schedule to be determined in conjunction with other Front Desk Assistants and weekend availability is required. We are an equal opportunity employer.

Benefits: Part-time seasonal employees receive a complimentary Portsmouth Historical Society membership with reciprocal NARM benefits. Time and a half is paid for federal holidays worked; the Portsmouth Historical Society is closed to the public on the 4th of July, Thanksgiving and Christmas.

To Apply: Please submit a resume and cover letter to director@portsmouthhistory.org by February 24. No phone calls please.

About Portsmouth Historical Society

Portsmouth Historical Society, founded in 1917, is a nonprofit devoted to championing the history, arts, and culture of the Portsmouth region through acquisitions, preservation, museum exhibitions, programs, and publications. It operates a Welcome Center & Galleries and the John Paul Jones House, a national historic landmark. Open seasonally from April-December, the Welcome Center is open seven days a week from 10 am - 5 pm. Open Memorial Day-Indigenous Peoples Day, the John Paul Jones House is open seven days a week from 11 am - 5 pm.