



Seasonal Tour & Retail Assistant Job Description

Hourly Wage \$15/hr

Reports to: Director of Operations

Shift Requirements: Variable scheduling, evening and weekend availability required

Graycliff's Tour & Retail Assistants are front line staff and visitors' first point of contact. The right candidate will be welcoming, courteous, friendly, informative and confidently represent Graycliff. Please reach out to Director of Operations Ryan Gravell at rgravell@graycliffestate.org or 716-947-9217 for application. While this is a seasonal position, there is the opportunity for continued employment with Graycliff during the off-season.

General duties to assist the operations of our historic site entail:

- Opening duties that include turning on lights and equipment, opening and readying the POS system and related cash accounting, conducting daily cleaning as needed
- Listen to and return and/or note any calls on the answering machine. Monitor the tour@graycliffestate.org email for tour reservations and questions from guests
- Greet visitors and answer telephones. Check-in visitors based on reservation system records, register walk-ins who can be accommodated on tours, and assist guests with retail and membership purchases.
- Assist individual callers with making tour reservations via online registration protocol, and handle general inquiries about tours, operations, and tour options.
- Interface with our team of volunteers.
- Closing duties include closing of the POS system, counting cash and preparing bank deposit, spot cleaning as needed.
- Event assistance as needed.
- Other items and actions not listed above, may be assigned as needed by the Executive Director, Director of Operations, Volunteer & Visitor Services Coordinator.

Skills and qualifications:

- Willingness to be trained on the organization and be able to communicate tour, program, and membership offerings in an informative and enthusiastic manner
- Advanced customer service skills
- Basic math proficiency
- Proficiency with technology including POS system
- Strong level of professionalism
- Excellent communication and interpersonal skills
- Patience in dealing with visitors
- Problem-solving skills