

**Job Title:** Visitor Services Intern

**Job Type:** Internship

**Employment Type:** Part-Time/Temporary

**Description:**

The Visitor Services Intern is responsible for exciting, engaging, and entertaining guests in a way that promotes a positive museum experience and maximizes museum shop sales. This position requires a flexible schedule to include weekends and some holidays. The Visitor Services Intern reports directly to the Museum Operations Coordinator and is responsible for providing the highest level of customer service. The Intern will research innovative ways of improving museum shop interaction, assisting at the visitor welcome desk, and tracking and recording visitor data for the Annapolis Maritime Museum & Park. The ideal candidate will have experience in visitor services, administrative support, and retail operations.

Candidate must be available for a minimum 30 hours per week for 8 weeks. Preference is given to candidates willing to work most of their hours in-person and on-site. Due to the ongoing COVID-19 pandemic, a portion of this internship may be fulfilled virtually. Remote work can be supported if a student possesses appropriate computer equipment, software, and internet connection. Alternatively, equipment may be used if needed in person at the office. We will provide an in-person workspace following COVID guidelines and office/staff policies.

Below identifies the essential responsibilities of the position, but they are not exclusive:

Visitor Services

- Interact with visitors to ensure a high-quality visitor experience
- Research and create guidelines for best practices for observing visitors and collecting visitation information.
- Answer visitor questions about the museum, exhibits, and the surrounding area.
- Develop, monitor, and collection visitor satisfaction data.
- Complete daily opening and closing procedures for the museum

Museum Shop

- Provide the highest level of customer service for museum shop patrons
- Create an annual plan for museum shop and online store marketing
- Maintains attractive displays, restocks items, and completes shop inventory as needed
- Processes sales through the museum's POS system (Altru)
- Other duties as assigned.

**Job Role:** Visitor Services, Curators, and Education; Historians

**How many to hire:** 1

**Approximate Salary:** Unpaid

**Job Location:** 723 Second Street Annapolis, MD 21403

**Required Documents:** Resume

**School years:** Open to all

**To apply, please send a copy of your resume to [museum@amaritime.org](mailto:museum@amaritime.org)**