

# NORTHWEST MARITIME CENTER

Port Townsend, Washington



## JOB DESCRIPTION: Visitor Services Associate

The Chandlery at the Northwest Maritime Center is the front door to our organization, and now includes the addition of the Swan Hotel across the street. We are seeking a customer-service-orientated individual to join our collaborative team of Visitor Center Associates. You will help create a positive experience for all visitors, whether Swan Hotel guests, NWMC program participants, or the public.

## PRIMARY RESPONSIBILITIES:

### Guests, Customers, and Community:

- Provide customer service for all NWMC visitors including hotel guests, program participants, and the public.
- Assist visitors in person, over the phone, and via email with purchasing retail, booking and checking into rooms, registering for programs and events, and answering general inquiries.
- Maintain thorough understanding and awareness of the organization's activities, the local community, and the maritime sector

### Hotel Guest Services:

- Ensure a positive experience for hotel guests and prospective guests during all phases of guest communication and stay
- Communicate with Housekeeping regarding arrivals, departures, and guest needs

### Maritime Visitor Center & Retail:

- Assist with receiving, tagging, and stocking merchandise
- Fulfill shipping for web, phone, and in-store sales
- Assist with physical inventory processes
- Guide volunteers
- Support the organization during large events, including Wooden Boat Festival and Race to Alaska
- Effectively navigate Point of Sale software, Hotel Reservation software, Registration software, and other technology as needed
- Other duties as assigned

## GENERAL OPERATIONS

While this position's primary responsibility is in customer service, the Visitor Services Associates will work as part of the NWMC team to ensure smooth operations for the organization as a whole. This could include providing information to visitors to the Maritime Center and helping out in projects and events that require all-hands-on-deck, to helping tie up a vessel coming into our dock because you happen to be standing there. We all pitch in for the heavy lifting now and then—sometimes this is metaphoric; occasionally we all have to actually help lift something heavy.



431 Water Street  
Port Townsend, WA 98368  
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## MINIMUM QUALIFICATIONS

- Responsible, detail-oriented, proactive, and have the ability to represent the NWMC in a friendly and enthusiastic manner
- Previous customer service experience
- Experience with Google Suite, Microsoft Office, and/or Point of Sale software
- Available to work a flexible schedule, including evenings, weekends, and holidays
- Able to work well as part of a team

## PREFERRED QUALIFICATIONS

- Previous experience in retail or the hospitality industry
- CPR and/or First Aid Certification
- Working knowledge of maritime culture/boats/local marine trades

The Northwest Maritime Center is an equal opportunity employer that welcomes and encourages individuals of all cultures and communities to apply.

Submit resume and cover letter to [apply@nwmaritime.org](mailto:apply@nwmaritime.org). Include "Visitor Services Associate" in the subject line.

Position is part-time, 20 - 24 hours/week

Chandlery Retail Store is located at 431 Water St., Port Townsend, WA 98368

Swan Hotel is located at 222 Monroe St., Port Townsend, WA 98368

Benefits: 100% Company paid Health/Dental/Vision, Paid Time Off, Flexible Schedule

COVID-19 Precautions: Following all federal, state, and local health guidelines and all staff are strongly encouraged to be fully vaccinated against COVID-19

Reports to: Maritime Visitor Center Manager

Wage: \$15 - \$16 per hour non-exempt – DOQ

Deadline for applications: Open until filled, application review begins April 4, 2022

## WHY YOU WANT TO WORK HERE

There are rare moments when organizations have the combination of a talented and motivated staff, an engaged board, a healthy and productive work culture, are executing well on existing programs but still innovating and looking for the next step—we're in that moment, and it's exciting.

The pandemic had significant impacts on our organization and our ability to serve our community—just as it affected other organizations. We shifted activities and made some hard choices but did so to preserve the resources that are enabling us to rebuild as we return to normal service levels.



We are now on a path growing beyond our pre-pandemic size. The work of our board and our team is key to that growth and rebuilding, and we want you if you have the skills to help the team succeed and are excited to be part of the team that is using this moment to not just survive, but scale.

The NWMC is dynamic, making a difference in our community, and taking an increasing role in the region. We serve individual students and program participants, but we also work to help solve community problems like systemic improvements in our public schools, economic development, job training, and working regionally to pair the opportunities in the maritime industry with the need to address systemic oppression in communities of color. Plus, all of the fun stuff like kids' programs, festivals, and adventure races. Our waterfront campus is vibrant with a multitude of compelling activities, and all of them done to meet or advance industry best practices. In the words of a board member: "We don't do B work."

On top of it all, you'd get to work on the water in Port Townsend: natural beauty, heritage buildings, arts community, wooden boats, zero traffic jams. The Northwest Maritime Center's relative scale to our small town means that the effects of our success can be observed in the success of our community. You'll be doing meaningful work for the place you live and your efforts will make a tangible difference.

Right team, right moment, the right momentum, and the chance to move the needle for the prosperity of an entire community: That's why we get excited to come to work in the morning, and that's why we think you should want to be here too.

