

# 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 friendly 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 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  
nwmaritime.org | 360.385.3628

## MINIMUM QUALIFICATIONS

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

## HELPFUL QUALIFICATIONS

- Previous customer service experience
- 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, 24 - 30 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: starting at \$16 per hour non-exempt – DOQ

## 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.

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.

