



GUEST SERVICES: RETAIL /GALLEY ASSISTANT

Katahdin Cruises and Moosehead Marine Museum, a National Historic Landmark located at the base of Moosehead Lake in Greenville is looking to hire an enthusiastic, well rounded person to join our team in the Museum as well as on the Katahdin. If you are a person who enjoys working with a team, is very versatile in duties and would like to learn more of the local culture and lore, then consider joining our team.

The Position:

This full time, seasonal, Retail/Galley Assistant position would be a key member of our Guest Services staff in the Museum as well as on the Katahdin. The Assistant is responsible for opening the Museum/Gift Shop on cruising days and then will change hats and be the Galley Assistant on the boat while the Katahdin is cruising. Guest Services staff are the initial contact with museum guests and passengers and are responsible for ensuring a positive guest experience while maintaining standards and communicating our offerings, programs and services.

Katahdin Cruises & Moosehead Marine Museum

Founded in 1977, the Katahdin and Museum are located on beautiful Moosehead Lake in Greenville, Maine. The Katahdin transports its visitors of all ages from near and far to a different era and way of life. The Katahdin cruises on Moosehead Lake from late June through Columbus Day weekend.

Specific duties include:

- *Welcome guests to the museum in a friendly and professional manner
- *Maintain a working knowledge of museum exhibits, cruises and programs
- *Accurately use the POS system for Tickets, Giftshop, and Galley
- *Accurately reconcile cash drawers after each shift, maintain correct cruise manifest and produce daily reports
- *Accurately take orders from customers and communicate them to the Galley Cook
- *Prepare and cook food for Katahdin guests as directed by the Galley Lead
- *Follow Serv-safe rules
- *Ensure that galley items are stocked daily as needed
- *Provide support to docents in Museum and Deck Hands on Ship as needed
- *Other duties as assigned

Required Skills:

Excellent communication and customer service skills
Previous retail, wait staff or customer service experience is a plus
Ability to work independently and effectively with diverse groups of people
Ability to multi-task in a fast-paced seasonal environment
Maintain professional, courteous demeanor in all situations
Competent with math and computer skills
Demonstrate skill with office equipment, including telephone, photocopier, etc...
Flexible schedule and ability to work weekends and evenings
Organized and punctual with requested responsibilities
Ability to stand for extended periods of time and lift up to 50 lbs.
Must be available Memorial Day through Columbus Day

Please send resumes to bookkeeping@mmm8.org

Applications will be accepted until the positions are filled.