OFFICE OF STUDENT FINANCIAL AID
UNIVERSITY of WASHINGTON

Work Study Job Description

Job Title	Visitor Services Assistant
Organization Name	The Center for Wooden Boats
Job Location	South Lake Union
Address	1010 Valley Street Seattle WA 98109
Pay Rate	$10 - $12
Employment Period	Summer, Academic Year
Hours Per Week	19 hrs/wk
Contact Supervisor	Diana Hennick
Phone Number	(206) 382-26
Email Address	dhennick@cwb.org
Website	http://www.cwb.org
EIN	91-1061721

Nature of Organization

THE CENTER FOR WOODEN BOATS is a hands-on maritime museum where every visitor has opportunities to engage in heritage experiences. Founded in 1976, our mission is to provide a gathering place where maritime history comes alive through direct experience and our small craft heritage is enjoyed, preserved, and passed along to future generations. Our second location on Camano Island opened in 2008, in partnership with Cama Beach State Park.

Our programs include boat rentals, sailing lessons, historic exhibits, free boat rides, public workshops and classes, boat restoration, a lecture series, and our signature Lake Union Wooden Boat Festival. These programs are delivered by professional staff and supported by an active, dedicated volunteer program.

Duties and Responsibilities

The Visitor Services Assistant supports CWB operations by providing a friendly face and first point-of-contact for visitors to CWB. This position combines reception, retail, and facility maintenance tasks to keep CWB an open, friendly place for visitors of all kinds. This position is supervised by the Visitor Services Manager, and will work closely with the Registrar, Adult & Family Sailing Coordinator, and Livery staff, as well as with other staff and volunteers.

Tasks:

Staff the Front Desk. Specific duties include:
- Welcoming visitors
- Answering questions about programs, boat rentals, and more
- Answering phones and taking messages
- Giving directions and recommending activities and attractions
- Selling merchandise, memberships, gift certificates, boat rentals, and other items
- Performing opening or closing duties, depending on scheduled shifts

Restock and tidy as needed:
- On-site collateral, such as flyers, brochures, posters, booklets, and other printed materials
- Gift shop merchandise and displays
- Galley coffee service
- Restroom supplies

Assist in other Visitor Services duties as needed, including:
- Support visitor services volunteers by being available to perform Front Desk duties during peak periods
- Working special events both at CWB and offsite, performing similar duties as at the Front Desk
- Collecting and compiling visitor data for monthly reports
- Receiving new merchandise shipments
- Requires lifting and carrying weights of up to 25 pounds for short distances

Minimum Qualifications

- Outstanding verbal and written communication skills
- Previous reception or sales experience
- Proficiency in answering phones, taking messages, and passing on responses
- Proficiency using office software like Excel, Word and email programs

DESIRED QUALIFICATIONS
- Experience working with volunteers, or volunteering
- Experience with database software and compiling spreadsheets
- Papercraft skills, such as using a paper cutter, laminating machine, hole punches, and sticky labels
- Experience with Adobe Creative Suite and other graphic design programs

Educational Benefits

Working in CWB's Visitor Services department provides students with hands-on experience in store management and non-profit operations. Tasks handled by the Visitor Services Department include:

- Preparing monthly profit and loss reports for merchandise sales, boat rentals, and other earned revenue
- Managing inventory, including reordering, tracking breakage and loss, and handling department transfers
- Tracking and analyzing data to display short-term and long-term visitorship trends, used to inform future decisions on programming and budgeting
- Working with other departments to coordinate marketing promotions, program registrations, special events, facilities usage, and other operations tasks

How to Apply

Email resume and statement of interest to dhennick@cwb.org, or hand-deliver to: The Center for Wooden Boats 1010 Valley Street Seattle, WA 98109

Job Number: 70CWB02 | Category: Office & Administrative | Program: | Reimbursement Rate: 70%