

JOB DESCRIPTION

Title : Guest Services/Social Media Associate

Work days/hours: Varied (days, evenings, weekends)

Reports to: Administrator

Background:

The NHRA Motorsports Museum based in Pomona, California celebrates the impact of motorsports on American culture. The Museum collects, preserves, exhibits and interprets the vehicles, stories and artifacts that represent America's affection for and the influence of, automotive speed and style in all its forms.

General Description:

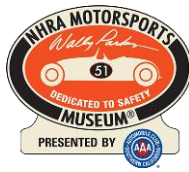
Reporting to the Administrator, the dual role of Guest Services/Social Media Associate will be involved in all forms of the museum's retail gift shop and museum's online presence. Some tasks include, but are not limited to, interacting with customers and vendors in person and over the phone, providing information, responding to requests, ordering and restocking of merchandise, collecting monies, creating original content for websites, newsletters and maintain social media sites. Must have great interpersonal skills. The Guest Services /Social Media Associate must maintain a high level of professionalism and present the organization in the best possible light.

Responsibilities for Guest Services include, (but are not limited to):

- Greet customers courteously.
- Ensure excellent experience to customers visiting the museum or gift shop.
- Receive monies for purchases.
- Verify and reconcile end of day sales.
- Maintain accounting and banking logs.
- Prepare and ship e-commerce and/or telephone orders.
- Maintain and manage records of merchandise inventory.
- Maintain outlook of store by cleaning, arranging, folding, and restocking.

Responsibilities for Social Media include, (but are not limited to):

- Cultivate and support the online presence of the museum and its social media through Facebook, Instagram, Twitter, Yelp, YouTube, etc.
- Enhance and maintain the museum's webpages.
- Develop content for social media pages.



- Create and compile newsletter content from staff
- Utilize print, website, and social media to disseminate news and information about the museum, its happenings, and objectives.
- Work with external agencies, such as Google and Yelp to grow museum following.
- Perform additional duties as needed.

Required Qualifications:

- High school graduate or GED
- Excellent communication skills
- Knowledge and use of Social Media (required)
- Knowledge of general office procedures and equipment (preferred)
- Knowledge of WordPress (preferred)
- Knowledge of Drag Racing and Motorsports (preferred)
- Proficient in English communication skills, verbal and written
- General computer and electronics experience (preferred)
- Ability to follow direction under limited supervision

Physical Requirement:

- Able to lift up to 50 pounds
- Standing for periods up to 1 hour
- Sitting for long periods
- Stair climbing

Other Information:

- Some overtime and flexibility in work hours may be required.
- Some travel may be required.

Employee Name (Print)

Employee Signature

Date