



62 Battleship Place ❁ Camden Waterfront ❁ Camden, New Jersey 08103

Position: Guest Services Associate
Reports To: Director of Guest Services
Division: Guest Services
Salary Range: \$19.50/hour
Exempt (Y/N): No

Job Overview

Guest Services Associates are the frontline ambassadors of the Battleship New Jersey Museum & Memorial, ensuring every visitor feels welcomed, informed, and valued. This role blends customer service, sales, and operational excellence across all visitor touchpoints — including admissions, retail, membership, and events.

Associates are cross-trained in ticketing, store operations, membership processing, and basic administrative duties. They are expected to maintain professionalism, accuracy, and initiative while representing the highest standards of hospitality and integrity.

Primary Responsibilities

Guest Experience & Service

- Deliver excellent, professional, and friendly service to all guests in person and over the phone.
- Answer calls, emails, and letters courteously and promptly.
- Offer accurate and helpful information about tours, exhibits, and amenities.
- Handle cancellations or reschedules, including guest follow-up calls.
- Capture visitor information for newsletters and promotions.
- Offer alternatives when tours or products are unavailable.
- Maintain clear communication with Security and the Quarterdeck Crew regarding wristband colors, mid-day and end-of-day counts, and lost and found.
- Assist with daily communication logs and report unusual guest or staff interactions to management.

Sales, Retail, & Store Operations

- Process ticket, merchandise, and membership sales using Roller (ticketing platform) and Shopify (Store POS System).
- Ensure doors are unlocked, music is on, and registers are opened, tested, and ready before store opening.
- Follow all opening and closing procedures carefully and consistently.
- Keep the store organized, clean, and presentable at all times.
- Receive, restock, and tag merchandise accurately by SKU and category.
- Maintain an orderly stockroom, documenting shipments and inventory changes properly.
- Check daily for expired food or beverages, document findings, and remove them from inventory.
- Apply sale stickers, signage, and mark-downs as directed by management.
- Process employee purchases, vouchers, and comp tickets with approval.
- Complete transfer-outs and adjustments with management sign-off.
- Observe all loss-prevention standards: remain alert, watch the floor, and report suspicious activity immediately.
- Perform light cleaning duties (counters, displays, windows, glass) throughout the day.

- Drop funds into the safe securely after each shift.
- Return store keys to the designated lockbox after closing.

Membership & Administrative Duties

- Process new memberships from sign-up through fulfillment of membership cards and welcome kits.
- Update customer records and order notes in both Shopify and Roller.
- Maintain accurate documentation of outgoing mail and guest correspondence.
- Assist with renewals, member communications, and check-ins during member events.
- Support office tasks including filing, data entry, and CRM updates.

Reporting & Analytics

- Complete daily closeout reports, attendance logs, and sales analytics using Microsoft 365.
- File all end-of-day documents in the designated folders for audit accuracy.
- Communicate discrepancies or technical issues promptly to the Director of Guest Services.
- Participate in identifying visitor trends, guest feedback, and sales opportunities.

Safety, Security, & Compliance

- Maintain ongoing communication with Security and Quarterdeck for wristband tracking, lost and found, and crowd control.
- Report any incidents, safety hazards, or operational concerns immediately.
- Adhere to all cash-handling, food safety, and security procedures.
- Ensure compliance with all museum policies, regulations, and onboard safety standards.

Creativity & Collaboration

- Contribute new ideas for promotions, events, collaborations, and guest engagement activities.
- Suggest improvements for merchandising displays and seasonal layouts.
- Participate in creative discussions and cross-department projects when requested.

Battleship New Jersey's recruitment policies are designed to promptly and efficiently place the most highly qualified persons available. Battleship New Jersey may pursue all available avenues, including promotion from within, employee referrals, outside advertising, employment agencies, internet recruiting, job fairs, college recruiting, search firms, etc.

Equal Employment Opportunity. Battleship New Jersey strongly supports equal employment opportunity for all applicants regardless of race, color, sex, religion, marital status, national origin, age, sexual orientation or preference, medical condition (including pregnancy), or protected disability where it is unrelated to the ability to perform a job, or status as a Vietnam-era or special disabled veteran, or any other category prohibited by federal, state or applicable local law, regulation or ordinance.

To apply for this position, please send a cover letter and resume to:

Steven Fernandez (Director of Guest Services)
Email: S.Fernandez@battleshipnewjersey.org
NO PHONE CALLS OR WALK INS PLEASE