

JOB DESCRIPTION

Visitor Services Associate

Part-time floor support for visitor services, the gift shop, and the everyday visitor experience.

DATE	SUPERVISOR	HOURS	COMPENSATION
August 2026	Visitor Services Manager	Part-time, 15-18 hrs/week	\$18.00 / hour

OVERVIEW

Position Summary

The Visitor Services Associate (VSA) is often the first person a visitor to the Pacific Tsunami Museum meets, the person they credit for their experience, and the last person they talk to before they leave. For all these reasons and more, the VSA position is a vital piece of the museum's success.

The role also offers an opportunity to work alongside tsunami survivors and their stories, scientists, emergency managers, educators, and community leaders.

The VSA reports to the Visitor Services Manager and is supported by our team of docents and volunteers. It is a good fit for someone who enjoys talking with people of all ages and backgrounds and wants to be part of PTM's mission to serve as a living memorial and save lives through the power of education and storytelling.

KEY RESPONSIBILITIES

Visitor Experience

- Welcome visitors warmly and acknowledge them throughout their visit
- Share knowledge of the museum's mission and content through welcoming introductions and by answering visitor questions
- Maintain a friendly, knowledgeable presence on the museum floor

Floor Operations

- Process admissions and gift shop transactions using Square POS
- Support gift shop sales and keep displays stocked, clean, and presentable
- Maintain a clean, organized environment inside and outside the museum, following cleaning and sanitizing protocols
- Monitor displays and equipment (POS, computers, fans) and flag any issues to the Visitor Services Manager
- Answer phone at the admissions desk and return calls or pass along messages in a timely manner

Events & Support

- Support First Saturday and other museum events
- Assist with school and community group arrivals as directed by the Visitor Services Manager
- Suggest improvements to floor operations and visitor experience

Safety

- Follow museum safety and emergency protocols, including tsunami warning procedures

Other Duties

- Perform other duties as needed to support museum operations and the visitor experience

QUALIFICATIONS

Required

- Availability for shifts between 9:30a - 4:30p, on weekends, and occasionally evenings for events
- Welcoming, friendly demeanor with visitors of all ages and backgrounds
- Comfort with basic math for POS and sales transactions
- Effective verbal and written communication
- Attention to detail, ability to follow instructions, and reliable attendance

Preferred

- Experience with retail, hospitality, or other visitor-facing roles
- Familiarity with the Pacific Tsunami Museum's mission, collection, and history
- Interest in tsunami science, Hawai'i history, or emergency preparedness

WORKING CONDITIONS

- **Schedule.** 15 to 18 hours per week. Shifts are primarily between 9:30a - 4:30p, and may include evening or weekend shifts based on museum operating hours, events, and coverage needs.
- **Environment.** Indoor museum setting in a historic building. Expect the warm conditions typical of Hilo; the building uses fans rather than central air conditioning.
- **Physical demands.** Standing and walking for most of a shift. Occasional bending, reaching, and lifting up to 40 lbs. Able to read a POS screen and exhibit labels.
- **Tools and systems.** Square POS, telephones, basic office equipment.

TO APPLY

Please submit a resume and cover letter to admin@tsunami.org.

In your cover letter we'd love to hear your answer to the following:

- The Queen Lili'uokalani Trust describes its Aloha framework through the values of **Akahai** (tenderness), **Lōkahi** (harmony), **'Olu'olu** (agreeableness), **Ha'aha'a** (humility), and **Ahonui** (patience). Pick one and either tell us about a time it was hard to hold on to, or how you demonstrate it in your everyday life.

Equal Opportunity Statement

Pacific Tsunami Museum is committed to building a diverse team and strongly encourages applications from people of all backgrounds, especially those with ties to tsunami-affected communities.