



**Job:** Visitors Services Associate – Limited Term

**Updated:** April 25, 2018

**Job Description and Duties:**

The Visitor Services Associate is the first person visitors encounter when they enter the Museum. The Associate is responsible for providing excellent customer service by greeting visitors and answering questions in person and on the phone. This position also operates the cash register to collect admissions and sell gift shop merchandise. The Associate will perform other simple clerical duties and will re-stock shop shelves as needed.

**Qualifications:**

- Excellent customer service skills.
- Experience working with cash and credit card transactions through web-based point-of-sale system.
- Basic familiarity with Downtown Appleton to make food and entertainment recommendations to out-of-town visitors.
- Ability to communicate effectively with way-finding in the museum and delivering some historical content.
- Ability to lift 25 pounds.
- Ability to sit and stand at a reception desk for up to 4 hours at a time.
- Use multi-line telephone system.
- Use MS Word and Excel software.

**Employment Status:**

Limited Term Part-time, non-exempt

**Reports to:**

Business Manager or Shift Manager



# HISTORY MUSEUM AT THE CASTLE

## Employment Application

Outagamie County Historical Society, Inc.  
330 E. College Avenue  
Appleton, WI 54911

Contact Sheila Ploeckelman at  
phone: 920 735-9370 ext. 104 or  
email: sheila@myhistorymuseum.org

### ***Personal Information***

Name: \_\_\_\_\_  
Last First Middle Initial  
Phone: (\_\_\_\_) \_\_\_\_\_ email: \_\_\_\_\_  
Address: \_\_\_\_\_  
City/State: \_\_\_\_\_ zip: \_\_\_\_\_  
Birth-date: \_\_\_\_\_ Social Security No. \_\_\_\_\_  
Month / Day / Year

### ***Employment Desired***

Position \_\_\_\_\_ ☐ Full Time ☐ Part Time  
Date you can Start \_\_\_\_\_ Desired Salary \_\_\_\_\_

### ***Education History***

High School: \_\_\_\_\_

Years attended: \_\_\_\_\_ Did you Graduate? ☐ yes ☐ no

Subjects Studied: \_\_\_\_\_

College: \_\_\_\_\_

Years attended: \_\_\_\_\_ Did you Graduate? ☐ yes ☐ no

Subjects Studied: \_\_\_\_\_

Trade, Business, or

Correspondence School: \_\_\_\_\_

Years attended: \_\_\_\_\_ Did you Graduate? ☐ yes ☐ no

Subjects Studied: \_\_\_\_\_

## Employment History

Name of Employer: \_\_\_\_\_

Phone: (\_\_\_\_)\_\_\_\_\_ email: \_\_\_\_\_

Address: \_\_\_\_\_

City/State: \_\_\_\_\_ zip: \_\_\_\_\_

Employment Date: From \_\_\_\_\_ To \_\_\_\_\_

Position \_\_\_\_\_ ☐ Full Time ☐ Part Time Salary \_\_\_\_\_

Reason for  
Leaving: \_\_\_\_\_

Name of Employer: \_\_\_\_\_

Phone: (\_\_\_\_)\_\_\_\_\_ email: \_\_\_\_\_

Address: \_\_\_\_\_

City/State: \_\_\_\_\_ zip: \_\_\_\_\_

Employment Date: From \_\_\_\_\_ To \_\_\_\_\_

Position \_\_\_\_\_ ☐ Full Time ☐ Part Time Salary \_\_\_\_\_

Reason for  
Leaving: \_\_\_\_\_

Name of Employer: \_\_\_\_\_

Phone: (\_\_\_\_)\_\_\_\_\_ email: \_\_\_\_\_

Address: \_\_\_\_\_

City/State: \_\_\_\_\_ zip: \_\_\_\_\_

Employment Date: From \_\_\_\_\_ To \_\_\_\_\_

Position \_\_\_\_\_ ☐ Full Time ☐ Part Time Salary \_\_\_\_\_

Reason for  
Leaving: \_\_\_\_\_

Skills & Experience

Special training, skills, hobbies \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Groups, Clubs, organizational memberships \_\_\_\_\_  
\_\_\_\_\_

What experiences have you had that prepare you to work in the position you are applying?  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Have you ever been convicted of a crime? ☐ No ☐ Yes (If yes, please explain the nature of the crime and the date of the conviction and disposition.) Conviction of a crime is not an automatic disqualification for employment.  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Do you have a driver’s license? ☐ No ☐ Yes

## General Information

Availability:

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Morning							
Afternoon							
Evening							

How did you hear about Outagamie County Historical Society Employment opportunities?

Brochure? Internet? Friend or relative? Other? \_\_\_\_\_

## References

Name \_\_\_\_\_ Relationship \_\_\_\_\_

Length of Relationship \_\_\_\_\_ E-Mail: \_\_\_\_\_

Phone (Primary): (\_\_\_\_) \_\_\_\_\_ Phone (Secondary): (\_\_\_\_) \_\_\_\_\_

Name \_\_\_\_\_ Relationship \_\_\_\_\_

Length of Relationship \_\_\_\_\_ E-Mail: \_\_\_\_\_

Phone (Primary): (\_\_\_\_) \_\_\_\_\_ Phone (Secondary): (\_\_\_\_) \_\_\_\_\_

Name \_\_\_\_\_ Relationship \_\_\_\_\_

Length of Relationship \_\_\_\_\_ E-Mail: \_\_\_\_\_

Phone (Primary): (\_\_\_\_) \_\_\_\_\_ Phone (Secondary): (\_\_\_\_) \_\_\_\_\_

### ***Please read the following carefully before signing this application:***

I understand that this is an application for and not a commitment or promise of employment. I certify that I have and will provide information throughout the selection process, including on this application for employment and in interviews with Outagamie County Historical Society, Inc that is true, correct and complete to the best of my knowledge. I certify that I have and will answer all questions to the best of my ability and that I have not and will not withhold any information that would unfavorably affect my application for employment

I understand that information contained on my application will be verified by Outagamie County Historical Society, Inc. I authorize investigation of all statements contained herein and the references and employers listed above to give you any and all information concerning my previous employment and any pertinent information they may have, personal or otherwise, and release the company from all liability for any damage that may result from utilization of such information. I understand that misrepresentations or omissions may be cause for my immediate rejection as an applicant for employment with Outagamie County Historical Society, Inc or my termination as an employee.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_