



<b>Job title</b>	<i>Parking Lot Attendant</i>
<b>Reports to</b>	<i>Director of Visitor Services</i>
<b>Status</b>	<i>Seasonal (hours vary), Nonexempt, Hourly</i>

### **Job purpose**

Parking Lot Attendants greet visitors as they arrive at Strawbery Banke, provide information about the museum and Portsmouth, and ensure an engaging welcome to all. During hours the Museum is open, Attendants ensure that only those who are working, volunteering at, or visiting the Museum are parking in the lot. After Museum hours, Attendants collect parking fees for those who wish to utilize the parking lot.

### **Duties and responsibilities**

- Be an information resource for visitors, providing directions and other assistance as requested
- Collect parking fees and ensure accurate and secure cash handling
- Monitor parking lot and assist with traffic flow as needed
- Monitor parking areas to ensure compliance with parking regulations and enforce parking rules when necessary
- Provide excellent customer service to deliver an outstanding visitor experience
- Conduct routine patrols of the parking lot to identify any security or maintenance issues
- Maintain a professional demeanor; comply with stated personnel policies, cultivate good relations with colleagues; and represent the Museum in a positive light
- Work punctually on a tightly timed schedule

### **Qualifications**

- Knowledge of Portsmouth and the surrounding area
- Excellent public speaking skills and interpersonal abilities
- Ability to work enthusiastically with audiences of all ages, abilities, and cultural backgrounds
- Sound judgment in response to challenging situations
- Positive attitude and ability to build respectful working relationships

### **Working conditions**

Weekend work is required. Work is outdoors.

### **Physical requirements**

Physical stamina sufficient to maintain an attentive posture for several hours, to respond quickly to visitors' needs, and to otherwise fulfill the requirements of assigned tasks as needed. Some light lifting is required.

## Direct reports

None.

## About Strawberry Banke Museum:

Strawbery Banke Museum (SBM) is a 10-acre living history museum located in the heart of downtown Portsmouth. The museum interprets daily life in the same historic waterfront neighborhood over 300+ years, making the 37 historic buildings accessible to a wide range of visitors one of our primary goals. A Visitors' Center and a state-of-the-art Collections Center were built in 2005 and 2008, respectively. Strawberry Banke hosts an ever-growing number of special events and programs for adults, children, and families throughout the year. Seasonal and holiday signature events are time-honored traditions that help make Portsmouth the vibrant destination it is.

### **Mission Statement:**

*To promote understanding of the lives of individuals and the value of community through encounters with the history and ongoing preservation of a New England waterfront neighborhood.*

Toward that goal, Strawberry Banke Museum:

- Acquires and conserves, for today's visitors and for future generations, historic buildings, objects, and other materials pertinent to its mission.
- Conducts research aimed at placing local developments within the broader context of city, state, and national history.
- Disseminates the results of that research to the public through exhibitions, publications, demonstrations, tours, symposia, workshops, and other educational activities and programs.

### **Core Values:**

*In order to create the best possible experience, SBM prioritizes the following core values, which are integral to the success of the museum, and the organization's commitment to the greater community that we serve.*

- Authenticity
- Engagement
- Inclusivity
- Innovation
- Integrity
- Sustainability

## Equal Opportunity Statement:

*Strawbery Banke Museum is committed to the principles of equal employment. We are committed to complying with all federal, state, and local laws providing equal employment opportunities, and all other employment laws and regulations. It is our intent to maintain a work environment that is free of harassment, discrimination, or retaliation because of age, race, color, marital status, national origin, ancestry, religious creed, sex, sexual orientation (including transgender status, gender identity or expression), pregnancy (including childbirth, lactation, and related medical conditions), physical or mental disability, genetic information (including testing and characteristics), crime victim status, veteran status, uniformed service member status, or any other status protected by federal, state, or local laws. SBM is dedicated to the fulfillment of this policy in regard to all aspects of employment, including but not limited to recruiting, hiring, placement, transfer, training, promotion, rates of pay, and other compensation, termination, and all other terms, conditions, and privileges of employment.*