



**National
Nordic
Museum**

2655 NW Market St
Seattle, WA 98107

nordicmuseum.org

Job Posting

Guest Services Associate (Store)

Reports to: Museum Store Manager

Department: Operations

Status: Part-time or Full-time, Non-exempt

Pay rate: \$22.62 per hour

Schedule: Schedule is TBD but will ideally include Thursdays and at least one weekend day.

Location: On-site

Benefits: The benefits package for this role includes paid sick leave, holidays, membership and exclusive Museum discounts.

Date Posted: 7/27/2026

Position Overview:

The Guest Services Associate is responsible for providing excellent customer service and ensuring a welcoming experience for all guests. Guest Services Associates are assigned to a primary area (Admissions or Museum Store), and support all Guest Services areas, including the gallery spaces, as needed. Reporting to the Museum Store Manager, this position's primary focus is the day-to-day operations of the Museum Store.

General

- Represent the National Nordic Museum to the public and all stakeholders in a positive and professional manner.
- Open/close the Museum, including Admissions, Museum Store, and gallery space, as assigned.
- Open/close POS at Admissions and Museum Store; reconcile daily tills and ensure accurate deposits to the Finance department, as assigned.
- Support the safety of all Museum visitors, collections, and property by monitoring Guest Services areas and galleries; communicate issues and incidents promptly to management.
- Monitor galleries by visually inspecting gallery capacity and visitor actions, walking through the spaces, and utilizing security camera system.
- Keep up to date with all operating procedures, promotions, product, exhibition, program and event information; provide information to Museum staff and volunteers as needed.
- Provide supervision and support to Front of House volunteers.
- Communicate visitor feedback to management.

Museum Store

- Under the direction of the Museum Store Manager, assist with all functions of the Museum Store, which may include, and is not limited to:



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- Receiving, pricing, tagging, and shelving merchandise.
 - Updating inventory status based on requisition sheets and spot inventory counts.
 - Assisting with online Museum Store order fulfillment (packing, labeling)
 - Assisting with annual Museum Store inventory process.
- Handle all Museum store transactions, including gift cards, exchanges and returns; administer any add-on transactions including donations and memberships.
- Maintain a tidy store appearance, including updated product pricing and signage, and a clean and organized store counter with up-to-date collateral.

Admission

- Serve as receptionist for all guests, including those arriving for meetings or internal appointments.
- Sell and process all admissions sales, including on-line and walk-up transactions; administer any add-on transactions including donations and membership.
- Answer phone calls and direct inquiries to the appropriate department.
- Maintain coat room operations and cleanliness.

Knowledge, Skills, and Abilities:

- Outstanding customer service skills and the ability to manage multiple tasks with high energy and strong problem-solving skills.
- Excellent communication, effective listening, and interpersonal skills.
- Ability to work effectively with a variety of stakeholders (staff, volunteers, vendors, customers, etc.)
- Must be able to assess priorities quickly and accurately.
- Highly organized and detail oriented, with excellent administrative skills.
- Adaptable to changing business situations and environments.
- Ability to work independently and in a team setting.

Requirements:

- 1+ years' relevant experience
- Proficient in a variety of software platforms with the ability to adapt to new technologies as needed.
- Evening and weekend hours
- Visual acuity and manual dexterity
- Ability to function on one's feet for 80% of the day
- Ability to walk frequently, stand for extended periods of time, climb, push, stoop, carry equipment and materials, and lift 40lbs.

NOTE: This job description is not intended to be all-inclusive. All employees are expected to perform other duties to meet the ongoing needs of the organization.



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To Apply: Please e-mail letter of interest and resume to: hr@nordicmuseum.org with “Guest Services Associate” in the subject line. Incomplete submissions will not be considered. No phone calls please. Position open until filled.

Masked Hiring Policy: In an effort to reduce unintended biases, an attempt will be made to mask all candidates’ identities and demographic details during the initial screening process. We ask candidates not to include photos or other unnecessary personal details in their submissions.



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About the Museum

Founded in 1979, the National Nordic Museum (NNM) is the only institution of its size and scale in the United States to present the history and culture of the entire Nordic region (Denmark, Finland, Iceland, Norway, Sweden, the regions of the Faroe Islands, Greenland, and Åland, and the cultural region of Sápmi) and the legacy of Nordic immigrants to the United States. Additionally, the Museum features exhibitions ranging from historical examinations of African Americans who migrated to Nordic countries in the 20th century, to contemporary immersive installations by artists such as Jónsi.

Located along Seattle's working waterfront in an iconic building that embodies Nordic design, the institution is both a museum and a community gathering place.

Our Mission

The NNM shares Nordic culture, values, and ideas with all people to inspire new futures.

Our Vision

We inspire people to create a more vibrant, more just, more sustainable world.

Our Values

- **Openness:** Foster trust and tolerance, and support everyone's right to express their opinions.
- **Sustainability:** Embrace a connection to nature and employ responsible practices that demonstrate respect for our environment.
- **Social Justice:** Exhibit compassion, respect others, and manifest a conviction for the equal value of all people.
- **Innovation:** Encourage creativity, resourcefulness, and new ways of thinking.

Equal Opportunities for All

The National Nordic Museum provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, gender, sexual orientation, gender identity or expression, national origin, age, disability, genetic information, marital status, amnesty, or status as a covered veteran in accordance with applicable federal, state, and local laws.