



Position Description

Title: Visitor Experience Associate **Department:** Retail / Museum

Hourly Rate: \$16.00

Position Overview

The Visitor Experience Associate is a key front-line team member at the International Tennis Hall of Fame, supporting both the museum and on-site Retail Stores. This role is central to delivering an outstanding guest experience, from greeting and assisting visitors at the museum entrance to providing exceptional service in all retail locations on campus. Associates must be knowledgeable about retail products, museum exhibits, events, and services, and be flexible in shifting between museum and retail responsibilities as needed.

Key Responsibilities

- ✓ Warmly greet and assist all guests, providing accurate and helpful information about the museum, exhibits, daily programming, retail offerings, and upcoming events.
- ✓ Work across multiple locations, including the Museum Welcome Center and various retail stores on campus.
- ✓ Support guest check-in, ticketing, and wayfinding within the museum.
- ✓ Ensure the retail areas are well-maintained, organized, and visually appealing. Including merchandising, restocking, and keeping displays and storage areas tidy.
- ✓ Operate the point-of-sale system accurately, including handling cash and completing daily closeouts, and reporting.
- ✓ Check in, receive, ticket, and merchandise product as it arrives.
- ✓ Perform other duties as assigned.

Requirements & Preferred Skills

- ✓ Strong communication and interpersonal skills with a passion for delivering exceptional guest service
- ✓ Previous experience in retail, hospitality, or customer service preferred; interest in tennis is a plus
- ✓ Ability to multitask and remain flexible in a fast-paced environment
- ✓ Reliable, detail-oriented, enthusiastic, and team-focused.
- ✓ Comfortable with basic point-of-sale systems and computer use.

Location & Time Commitment

- ✓ This position is part-time and in-person position, located at the International Tennis Hall of Fame in Newport, Rhode Island
- ✓ Position is based at the International Tennis Hall of Fame in Newport, Rhode Island.
- ✓ Must be available to work varied hours, including weekends, holidays, and extended hours during the Hall of Fame Open (ATP and WTA tournament) in July and the Induction Celebration in August.

About the International Tennis Hall of Fame

Our Mission

The International Tennis Hall of Fame preserves and promotes the history of tennis and celebrates its champions, thereby serving as a vital partner in the growth of tennis globally.

The ITHF is a non-profit organization located in Newport, Rhode Island. It is a dynamic organization comprised of diverse business operations to support that overall mission.

- The Museum at the ITHF chronicles the history of tennis and the stories of its greatest champions through an extraordinary collection and interactive exhibits.
- The Hall of Fame Tennis Club is a year-round tennis facility offering junior and adult programming on three surfaces – grass, hard courts, and clay.
- Annually, the Hall of Fame hosts the Hall of Fame Tennis Championships.
- Host the Hall of Fame Induction Weekend when the highest honor in tennis is presented to the sport's greatest champions.
- As a non-profit organization, the ITHF is active in development outreach and philanthropic programs.
- The ITHF is an engaged partner in the global tennis industry and is committed to celebrating the sport's greatest champions and promoting tennis history through strategic programming around the world.

Application Process

Resumes with a cover letter should be submitted to: hadmin@tennisfame.com