



SABLE POINTS LIGHTHOUSE KEEPERS ASSOCIATION

GUEST EXPERIENCE AIDE – ROLE DESCRIPTION

TITLE: Guest Experience Aide (unpaid, volunteer)

REPORTS TO: Operations/Marketing Manager

LOCATION: Big Sable Point Lighthouse/Check-In Tent (on M-116)

ROLE AVAILABILITY: Up to 4 volunteers are needed for this role on various dates—10/5, 10/12, 10/19, and 10/26

TIME COMMITMENT: Approx. 9 hours, 8:30 AM – 5:30 PM, with downtime between groups (30 mins)

ROLE SUMMARY & IMPACT

The Guest Experience Aide creates a positive experience for guests in the Big Sable Point (BSP) gift shop and tower. The volunteer filling this role will work alongside other volunteers to increase SPLKA's visibility in the community, contribute to organizational fundraising, and support historical preservation and education efforts. This role is necessary in advancing SPLKA's position as a leading lighthouse preservation organization.

RESPONSIBILITIES

1. Greet guests upon arrival and create a welcoming and positive environment.
2. Ensure the safety of guests in and at the top of the tower.
3. Contribute to fundraising through merchandise and/or tower climb sales in the gift shop and track sales by completing daily reports.
4. Be knowledgeable of the historical significance of BSP; provide guests with accurate and relevant information of life at BSP, and/or respond to questions.
5. Manage large groups of people to prevent overcrowding in high-traffic areas.
6. Maintain visual appeal of gift shop displays, grounds, and high-traffic guest areas.
7. Respectfully communicates with guests of various ages and ethnic backgrounds.
8. Maintains positive relationships with Association's volunteers, staff, and stakeholders.
9. Other tasks as assigned by SPLKA staff.

DESIRED SKILLS & QUALIFICATIONS

1. A genuine interest in local and maritime history and passion for historical preservation and education.
2. Experience operating Square or similar point-of-sale system preferred; or demonstrates a desire to learn and use technology.
3. Attention to detail and accuracy.
4. Ability to work individually and with a team in fast-paced settings.
5. An attitude of tolerance and respect for differing opinions.

OTHER REQUIREMENTS

1. Holds a SPLKA membership at the associate membership level or higher.
2. Experience managing large groups of people and/or working with students.
3. A sense of flexibility and cooperation.
4. Ability to walk, sit, or stand for extended periods of time.
5. Ability to climb up to 130 steps.

The mission of the Sable Points Lighthouse Keepers Association is to preserve, promote, educate the public, and make our lighthouses accessible to all.



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TRAINING OPPORTUNITIES & REQUIREMENTS

Volunteers will be provided with written materials regarding event day procedures and gift shop point-of-sale instructions prior to their scheduled shift. Additional/on-site training may be provided as needed, but must be scheduled in advance with the operations manager.

BENEFITS

1. No-cost lodging while volunteering at Ludington N. Breakwater volunteer residence (due to ongoing construction and Ludington State Park guidelines, volunteers are not permitted to explore within the park).
2. Lunch provided on day of event.
3. Volunteer discount (30%) on merchandise in gift shop.
4. Discounted admission price to The Port of Ludington Maritime Museum (until 2026).
5. Eligible for tax deductions on related expenses such as: mileage, gas, toll-fees, and parking-fees.

LINK TO SIGN-UP: <https://www.signupgenius.com/go/10C0E4CACA722A6FFC52-51470477-bigsable>

Thank you for your interest in volunteering for our Big Sable “Behind the Scenes” Tours! Our volunteers are essential to helping SPLKA fulfill its mission to “preserve, promote, educate the public, and make our lighthouses accessible to all.”

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