

**York County History Center
Position Description**

Position Title:	Visitor Experience Associates
Division/Department:	Visitor Engagement/Museum
Status:	Part-time, non-exempt
Supervisor:	VP Visitor Engagement

Overall Summary:

The Visitor Experience Associate's provide invaluable service to guests by creating a welcoming, rewarding learning experiences through high quality tours, special events and programs enabling the History Center to build long-term relationships. Individuals serving in this capacity will enthusiastically engage visitors in conversation while providing interpretive information at the History Center's main sites. As needed Associates may back up or substitute for reception responsibilities.

Expectations:

- In the first month tour all sites and receive general organizational orientation.
- Within two months be able to provide general tours at both the Colonial Complex or AIM.
- At the three-month mark Associates should be able to work independently at the Colonial Complex or AIM, if necessary.
 - Demonstrate opening and closing procedures
 - Understand safety and emergency procedures
- In four months demonstrate a working knowledge of the Bonham House and Fire Museum.

Essential Functions (includes but is not limited to):

- Provide visitors an overview of the History Center information including sites, maps and a brief orientation
 - Be familiar with organizational membership, events and activities
- Conduct museum tours for individuals, groups, schools and during special events
- Ability to comfortably speak with small and large groups of people
- Willingness and ability to engage a variety of audiences including diverse populations, all age ranges and learning abilities.
- Assist with coordination and implementation of programs and special events
 - Periodically plan and facilitate above
- Conduct site walks before and after operating hours to ensure cleanliness and safety of visitor areas
 - Conduct open and closing procedures (flags, lights, signage, etc.)
 - Ensure retail shops are clean and organized

- Accurately operate the Point of Sale System to sell admissions, memberships and retail material
- Recruit volunteers to serve as docents or tour guides
- Recommend membership to visitors
- Answer phones
- Assist with data collection - qualitative and quantitative
- Collaborate with entire History Center team to fulfil organizational values

Skills:

- Enthusiasm for working with people and ability to give public presentations to all age groups
- Desire to provide high quality programs and services
- Flexibility in dealing with a variety of situations
- Solid interpersonal and communications skills
- An affinity for and commitment to working in a team environment
- Affinity for continuous learning

Qualifications:

- A Bachelor's degree in museum studies, history, social science, education, or other related field is highly desirable. Experience in customer service, guest relations or training with a passion for and understanding of history is also welcome.
- Demonstrated ability to use various software programs and content management systems
- Ability to stand for long periods of time during tours and programs
- Willingness to occasionally dress in period attire
- Ability to lift 40 lbs
- A valid driver's license
- Background checks required