

York County History Center Position Description

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

Overall Summary:

The Visitor Experience Associate provides 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.

Essential Functions (includes but is not limited to):

- Conduct museum tours for individuals, groups, schools and during special events
- Provide visitors an overview of the History Center information including sites, maps and a brief orientation
 - Be familiar with organizational membership, events and activities
- 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
- Assist in the recruitment of 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 fulfill 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 in lieu of a degree.
- Flexible schedule. Must be available to work some weekend/evenings and during special events.
- 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
- Must be at least 18 years old
- Ability to lift 40 lbs
- A valid driver's license.
- Background check required as a condition of employment.

Signature

Date