



Visitors Support Associate

Job Type: Part-time

Classification: Non-Exempt

Salaried/Hourly: Hourly

Reports To: Curator of Education, primary supervisor; Visitor Services/Education Associate, Saturday supervisor delegate; Special Events/Rentals Coordinator, Sunday supervisor delegate

Position Overview

This part-time position encompasses visitor services and monitoring the galleries, exhibits and interactive areas of the Museum. It is primarily a Saturday and Sunday position, with the potential of extra hours during special events or other aspects of Museum operations.

Essential Functions

While performing the duties of this job, the employee is regularly required to:

Visitor Services

- Provide visitor reception, information and orientation, including information in the form of maps of the building and/or other media;
- Answer telephone and route calls;
- Promote proper museum etiquette amongst visitors;
- Address visitor inquiries, comments and complaints;
- Welcome and assist visitors in the galleries.

Security and Maintenance

- Use the security cameras to monitor galleries, exhibits and the Family Art Studio for inappropriate behavior;
- Assist with keeping public areas tidy.

General

- Relieve other staff during lunch or break times;
- Occasionally assist with facility rentals;
- Other duties as assigned.

This job description is not designed to cover or contain all activities, duties or responsibilities that are required of the employee. Other duties, responsibilities and activities may change or be assigned at any time with or without notice.

Qualifications, Competencies and Physical Demands

- Minimum Secondary Education or GED;
- Professional demeanor and appearance;
- Good people and communication skills;
- Must be a team player;
- Adaptable to a changing work environment;
- Working knowledge of general cleaning standards and procedures;
- Ability to bend, stoop, stretch, and lift up to 25 pounds.

Schedule

This is a part-time position with hours based on the following:

- Two-week pay period schedules will be prepared in advance;
- Hours may vary from week to week, but at least one (1) Saturday workday from 9:15 a.m.-5:15 p.m. with a half-hour break for lunch and one (1) Sunday workday from 12:15-5:15 p.m. is required in each two-week pay period;
- A minimum of thirteen (13) hours will be scheduled for each two-week pay period;
- There is potential for additional hours associated with special projects, to cover other employee's vacation/sick days or during special events/facility rentals.

All new or vacant positions at the Customs House Museum and Cultural Center will be filled by the selection of only fully qualified applicants, regardless of race, color, gender, religion, national origin, age, or disability who meet the job related criteria of the job description.

Employee Signature

Date