



Visitor Services Representative &/or Internship Position Description

Position Title: Visitor Services Representative

Date Prepared: April 1, 2021

Revised: March 25, 2022

Reports To: Executive Director

Supervises: not applicable

Job Classification: Part-time, hourly at \$14/hour. This is a seasonal, hourly position with no benefits, averaging 37.5 hours per week during the summer tourist season.

General Description: Along with other staff, the Visitor Services Rep acts as the initial visitor contact to the public for admissions, tours and programs, are responsible for maintaining retail operations, and assist with collections care. This internship may be adapted to the strengths of the hired applicant but will include tour guiding (20-30min) to the general public.

Applies to all Employees:

1. Represents the Dorothy Molter Museum in the most positive manner with prospective, former and current members, donors, visitors, vendors and the communities we serve; Interacts effectively with a diverse group of staff, interns, volunteers and other customers of our services.
2. Learns and uses operating practices of the Dorothy Molter Museum.
3. Upholds the Mission Statement, adheres to organizational standards, and promotes membership and sales.
4. Handles confidential information with tact and discretion.
5. Follows staff guidelines and performs opening/closing duties as outlined in the Employee Handbook.

Primary Responsibilities – Museum Visitor Services (85%):

1. Communicates the museum's mission, vision, and interpretive message to the public by greeting visitors in person, over the phone or via email; informs visitors of museum guidelines, programs, exhibits, and resources; provides information to the public about Dorothy Molter
 - 1) Includes scheduled guided programs for general public and private visits
2. Carries out daily operations of the museum including: opening/closing of exhibits, admission and gift shop sales, general and end-of-day organizing and cleaning procedures
3. Assists in provides support services for museum staff, members, patrons, group tours, and school tours (e.g. addressing customer concerns, making sure interpretive materials are available and in good condition)

Secondary Responsibilities – Collections Care & Other Projects (15%):

1. Assists in collections management at the visitor level (e.g. sharing information on an object)
2. Performs other duties as necessary or assigned including collections care (e.g. cleaning of fragile collection items)
3. General and/or specialized maintenance on the Museum property such as trail clearing, cabin care, outdoor painting, landscaping
3. Participates in meetings as necessary or assigned
4. Other projects as assigned that emphasize and implement individual strengths

Required Qualifications:

- Possesses strong work ethic and personal accountability
- Proficiency with using basic computer software and platform applications (e.g. email, word-processing, internet searches, smart-devices)
- Ability to demonstrate good written and oral communication skills
- Ability to work collaboratively as part of a team
- Motivation to learn new tasks and skills, problem solve and take initiative when needed
- Ability and desire to learn and interpret historical information and stories objectively to the general public
- Ability to work a flexible schedule that will sometimes include weekends, evenings and holidays
- Willingness to work in a variety of outdoor environmental situations
- Must be able to lift up to 35 pounds (root beer case) and stand for extended periods of time, walk up and down stairs and over uneven outdoor terrain

Desired Qualifications:

- Experience with museum, park or other interpretive center operations
- Retail experience, including cash handling and maintaining inventory, and proficiency in point of sale software