



## Visitor Services Representative Internship Position Description

**Position Title:** Visitor Services Representative

**Date Prepared:** April 2021

**Revised:** October 2023

**Reports To:** Executive Director

**Supervises:** not applicable

**Job Classification:** Part-time, entry-level, hourly starting at \$14.50/hour. This is a seasonal, hourly position with no medical benefits, averaging 37.5 hours per week from late-May through Labor Day or as agreed upon. Paid time off is provided dependent on hours worked per week on average.

**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 is adapted to the strengths of the hired applicant but will include tour guiding (20-30min) to the public.

### Provided, Mandatory Paid Training

1. **First On The Scene (FOTS) Training:** General public basic emergency response to life-threatening emergencies until EMS arrives on the scene.
2. **Museum Staff Training:** Held the week before the Museum opens for the season and includes but is not limited to organizational policies and procedures, general operating procedures, retail & admissions operations, interpretation and program delivery, group visit procedures, controversial issues, and the employee handbook.

### 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:

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 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)
4. Participates in meetings as necessary or assigned, including staff training in May

### Secondary Responsibilities – Collections Care & Other Projects:

1. Completes at least one internship project that is determined by the Executive Director and intern based on intern's skills, strengths, room for growth and interests.
2. Assists in collections management at the visitor level (e.g., sharing information on an object)
3. Performs other duties as necessary or assigned including collections care (e.g., cleaning of fragile collection items)
4. General and/or specialized maintenance on the Museum property such as trail clearing, cabin care, outdoor painting, landscaping
5. Other projects as assigned that emphasize and implement individual strengths (e.g., social media, membership, programming)

**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 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 in northeastern Minnesota
- Must be able to lift up to 33 pounds (root beer case) and stand for extended periods of time, walk up and down stairs and over uneven outdoor terrain

**Bonus 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
- Experience with PastPerfect collection and contact management software
- Public speaking or leading public programming experience

**Lunch breaks**

Employees working a full day (open to close) receive 30-min paid break time for lunch

**Transportation**

Driving is not required for employment at the DMM

**ADDITIONAL INFORMATION ABOUT ELY AND THE INTERNSHIP****Small Museum Management**

The Dorothy Molter Museum is a small, private-nonprofit historic house/local culture museum. The average visitation is 5,500 people with a general adult admission of \$7. All staff are expected to wear many hats while working during the summer tourist season. This position will provide hands-on experience and skills development needed for working at or managing a small, historic museum.

A typical week for a “full time” intern includes three (3) workdays in the public-facing Museum and two (2) days of scheduled time for project work. Public-facing work includes leading 25–30-minute guided programs to visitors (from one visitor to groups of 40) and working in the gift shop/admissions counter. This entails learning a point of sale (POS) system, handling money, stocking inventory, and maintaining a pleasant visitor experience as well as engaging in casual conversations with visitors, providing an introduction to the museum property, answering questions and making visitors feel welcome and valued. Project work could be a variety of activities from social media management, inventory assessments, collections care, research, program development – all dependent on the Museum’s needs and the intern’s strengths/experience. Project work may require off-site visits, outdoor work, computer work, reading or more. Again, it all depends.

**Ely, Minnesota**

The population of Ely is approximately 3,400 with tourism as a major industry as it is located on the edge of the Boundary Waters Canoe Area Wilderness. In addition to attractions such as the International Wolf Center, North American Bear Center and the Dorothy Molter Museum, there are many outfitters, resorts, and campgrounds. Ely has one grocery store, two hardware stores, a Dollar General Store, a Post Office, several “sit down” restaurants as well as a Subway, Dairy Queen and Domino’s Pizza, and many retail/gift shops – this is by no means a comprehensive list of all businesses in town (visit [ely.org](http://ely.org) for more info).

The surrounding natural resources are a huge draw for visitors and employees are encouraged to explore the region and see what northeastern MN has to offer within and around the BWCAW, Superior National Forest and Lake Superior/North Shore areas.

### **Travel to/from Ely**

- 1 hour drive to Virginia, MN (Target/Walmart/Aldi/Menard's/etc.)
- 1.5-hour drive to Lake Superior and the North Shore
- 2-hour drive to Duluth, MN or International Falls, MN (Canadian border)
- 3.5-4-hour drive to Minneapolis/St. Paul - the Twin Cities Metro Area or Minneapolis airport

### **Housing**

- Although housing is not included in any employment offer, the Museum will work with employees on seasonal housing if requested.
- Employees currently attending/enrolled in school may qualify for seasonal housing in the dorms at MN North College – Vermilion Campus for a reasonable rental fee. In 2023 rent ranged from \$400-700/month. Housing on campus is within walking distance to the Museum and does include furniture/bed, refrigerator, stove/oven but does not include dishes/utensils/pots/pans, towels, bedding, cleaning supplies, fans, and is not air-conditioned.
- Possible alternative lodging may be available with other seasonal workers in the Ely Area, this changes annually.

### **Schedule**

- Interns are typically hired at the “full time” level and can expect to work 5 days/week with 2 days off. A concerted effort is made to provide two consecutive days off for personal recharge and/or family time, travel, and opportunities to explore the area.
- Time off requests are gathered at the time of hire to ensure important life events are accounted for and flexibility is built in for events that come up during the season. More than two days off in a row may be requested and will be considered if adequate coverage can be achieved during the additional time off request(s). This is also why the Museum provides PTO for seasonal staff, including interns.
- The Museum tries to have all interns at least two days off together during the summer to allow for group adventures.

### **Additional “perks”**

The Museum has a reciprocity agreement with the International Wolf Center, North American Bear Center and the Vince Shute Wildlife Sanctuary for staff to receive free admission to each respective facility.

### **Why apply for this internship?**

The Museum staff operate as a team where we value the mental health, physical health and the skills and talents each person brings to the table. Additionally, this position offers real-world experience in the small museum management field, which requires an understanding of working with the public (setting and maintaining boundaries), problem solving, disaster/emergency preparedness and planning, community engagement and relationship building, and so much more. If you've ever wondered if you would like to work for a small historic society or museum, this is your opportunity to try it out and learn along the way.

### **To apply (or ask questions):**

Send resume/work experience and two references to Jess Edberg at

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PO Box 391  
Ely, MN 55731

or

[jess@rootbeerlady.com](mailto:jess@rootbeerlady.com)