



## Visitor Services Representative Non-Internship Position Description

**Position Title:** Visitor Services Representative  
2023

**Date Prepared:** April 2021

**Revised:** October

**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 16-37.5 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, 25min hourly tours and other programs, are responsible for maintaining retail and customer service operations. This position may be adapted to the strengths of the successful applicant.

### **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

### **Varied Responsibilities – Collections Care & Other Projects:**

1. Performs other duties as necessary or assigned including collections care (e.g., cleaning of fragile collection items)
2. General and/or specialized maintenance on the Museum property such as trail clearing, cabin care, outdoor painting, landscaping
3. 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 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 35 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

**Schedule**

Staff hired at the “full time” level 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. Part-time staff are preferred to work a minimum of two (2) days/week.

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.

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

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

DMM  
PO Box 391  
Ely, MN 55731

or

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