



TITLE: Visitor and Administrative Services Associate
REPORTS TO: Chief Executive Officer (Executive Director)

The Visitor and Administrative Services Associate is responsible for managing the day-to-day functions of the museum's guest services and administrative needs – including but not limited to museum opening and closing procedures; admissions and general customer support; answering and directing phone calls; processing memberships and donations; processing mail; and overseeing visitor services volunteers and the gift shop.

KEY ROLES (Essential Job Responsibilities)

Visitor Services

- Manage visitor/front of house services Wednesday-Friday from 11:30 am-4:30 pm and Saturday-Sunday from 9:30 am-4:30 pm
- Provide prompt and excellent customer service and serve as the organization's first point of contact in person, over the phone, and online
- Process admissions/fees for visitors in accordance with proper financial procedures and track customer information
- Process and track all membership applications, renewals, and follow-ups, and assist with promotion of the membership program
- Oversee daily gift shop operations, providing supervision for gift shop volunteers; training on our iPad point of sale system (ShopKeep); and assistance with inventory management
- Schedule group tours of the Four Mile House Museum
- Ensure front desk, lobby, and gift shop are welcoming, providing for good visitor flow and needed visitor information
- Monitor the status of the facilities and take steps to reduce or eliminate personal risk to visitors
- Implement appropriate procedures when needed in response to emergencies
- Light clean-up of public spaces as needed

Administrative

- Process donations and recognition letters
- Maintain updated account listings in eTapestry database
- Process incoming mail
- Oversee office supply ordering

Additional Responsibilities

- Maintain the work area to keep it clean and presentable to all members of the public
- Provide support during special events
- All other duties as assigned

SKILLS/KNOWLEDGE REQUIRED

- 1-2 years of relevant work experience (e.g. retail, membership department, museum, etc.)
- Knowledge of visitor services principles, practices, and procedures
- Excellent verbal and written communication skills
- Strong follow-through with a high level of organizational, analytical and problem solving abilities

- Ability to articulate the mission of Four Mile Historic Park and its programs and services to the public as well as interpret site policy and procedures for the visitor
- Ability to establish and maintain effective working relationships with staff, volunteers, and members of the public; exercise tact and diplomacy at all times; and demonstrate an understanding of protocol and sensitivity to cultural diversity issues

OTHER REQUIREMENTS/WORK ENVIRONMENT

- Ability to lift and carry objects weighing up to forty (40) pounds
- Most work will occur in an office setting, but applicant should be able to work outdoors as needed for special events
- Must pass a background screening

SCHEDULE & COMPENSATION

This is a part-time position with hours running Wednesday-Friday from 11:30 am-4:30 pm and Saturday-Sunday from 9:30 am-4:30 pm. Some additional evening hours may be required. Pay is \$13.00 per hour.

To apply, submit a cover letter & resume to Laura Hiniker at laurah@fourmilepark.org. No phone calls please.

The information presented indicates the general nature and level of work expected of employees in this classification. It is not designed to contain, nor be interpreted as, a comprehensive inventory of all duties, responsibilities, and objectives required of employees assigned to this job. Four Mile Historic Park is an Equal Opportunity/Affirmative Action Employer, M/F/V/D.