

# Visitor Services Associate

**Department:** Historic Sites

**Location:** Chesterwood, Stockbridge, MA

## JOB SUMMARY

The Visitor Services Assistant serves as an informed ambassador for Chesterwood and the National Trust for Historic Preservation, providing excellent customer service, and admissions and museum shop support as a cashier.

This is a part time, seasonal position in which weekend hours are required. The museum is open 7 days a week from May 25 through October 27.

## DUTIES

- Provide a positive introductory experience for all visitors to the Admissions desk
- Conduct opening procedures that prepare the Admissions/Gift Shop area to receive visitors and closing procedures that ready the area for the following day.
- Set up admissions desk and gift shop to include: preparing the register and cash drawer; and restocking museum shop items as needed.
- Sell admissions tickets and receive payments for gift shop purchases.
- Close and balance the cash register each evening and generate closing reports to accompany the deposit for the day.
- Provide visitor orientation, answer visitor questions both in person and on the telephone.
- Provide exceptional customer service to all site guests and interact positively and professionally with site colleagues.
- Assist with gift shop merchandise ordering and inventory processing.
- Convey the mission of the individual site and the National Trust for Historic Preservation, including announcing current initiatives and upcoming programs and events.
- Assist in monitoring collections security (building(s), objects, grounds) and visitor safety, responding calmly and professionally to emergencies and promptly notifying supervisor of incidents or unsafe conditions.
- Assist as needed with site related activities and other additional duties and responsibilities.

## QUALIFICATIONS

- Ability to commit to weekend work, at least one weekend day a week.
- Experience in retail establishments and the hospitality field required.
- Ability to properly operate cash register and complete transactions with visitors in a professional and timely manner.
- Previous experience in a museum or historic or cultural setting a plus.
- Effective and engaging interpersonal skills. Excellent verbal and written communication skills, with ability to speak and read English fluently.
- Basic problem-solving skills, including issue identification and prioritization.
- Demonstrated ability to engage effectively with a variety of internal and external stakeholders, including culturally diverse audiences, patrons and guests.
- Ability to adapt and be flexible in a dynamic work environment.
- Entrepreneurial spirit and skill set a plus.
- Regular and reliable attendance required.
- Ability to work weekends, holidays and early evenings.

- Minimum physical requirements include but are not limited to: Ability to stand or be active for periods up to 6 hours; lift book or merchandise boxes; walk over uneven terrain; climb stairs.
- BA or equivalent work experience required; studies in retail and hospitality- or site-related fields a plus.

#### **APPLICATION INSTRUCTIONS**

Please send cover letter and resume to [mcherin@savingplaces.org](mailto:mcherin@savingplaces.org)