



Lead Visitor Services Associate Job Description

JOB SUMMARY

The Lead Visitor Services Associate is responsible for managing, coordinating, and supporting the staff of part-time Visitor Services Associates in their role of providing exceptional customer service and front-of-house experiences to Historic Deerfield's visiting public at two separate ticketing sites. Visitor Services Associates provide welcoming information, wayfinding, gallery monitoring, and ticket sales to Historic Deerfield's visitors. The Lead Visitor Services Associate is responsible for ensuring a smooth, quick, and helpful first encounter for Historic Deerfield's visitors.

Reporting to the Visitor Services Manager, this role is a full-time, benefit-eligible position with a starting wage of \$15.50 per hour. Thirty-five hours per week. During HD's Open Season, mid-April through November: Wednesday to Sunday, 8:45 to 4:45 with one half-hour break for lunch. During HD's Closed Season, December through mid-April: Sunday to Thursday, 9:00 to 4:30 with one half-hour break for lunch. If possible, the Lead Visitor Services Associate will not be scheduled one weekend per month during Historic Deerfield's open season of mid-April through November.

CORE DUTIES

Supervise Visitor Services Associates

- Participate in the hiring process of part-time Visitor Services Associate positions.
- Conduct initial training with new Visitor Services Associates
- Offer ongoing training on areas of concern with current Visitor Services Associates.
- Supervise Visitor Services Associates' job performance, and when necessary, discuss areas for improvement with Visitor Services Associates.
- Develop the Visitor Services Associate schedule each month.
- Other administrative duties supporting Visitor Services Associate communication, scheduling, and regular meetings.

Communicate with the public, Visitor Services Manager, Director of Interpretation, and other staff and museum departments.

- Update the *Daily Sheet* template to reflect current visitor offerings; print, photocopy and distribute.
- Prepare and distribute a weekly memo which provides reminders and timely information for Visitor Services Associates about visiting groups, events, changes in offering or ticketing.
- Act as liaison between front desk staff/information and other departments.
- Communicate any front-line problems with Visitor Services Associates or visitors with the Visitor Services Manager.

Responsible for daily operations at the front desk.

- Front-line decision making.
- Operating and troubleshooting computer point-of-sale system
- Seasonal inventory of merchandise
- Responsible for keeping front desks properly supplied.
- Other duties as assigned.



Provide information and orientation to the public

- Process ticket and merchandise sales through a computerized point-of-sale system
- Provide exceptional customer service when responding to informational calls
- Monitor the reception desk areas
- Provide security surveillance in the exhibition galleries

Responsible for daily tasks relating to each building:

- Provide a welcoming, inclusive environment for all visitors
- Stay informed regarding all memos addressed to Visitor Services Associates
- Keep up-to-date on museum programs, general information, and the weekly calendar
- Open and close public areas
- Operate computer systems
- Prepare paperwork and cash/ticket drawers
- Check daily touring schedules
- Check voice mail and e-mail throughout the day
- Copy paperwork/flyers as needed
- Stock brochures, books, postcards and apply price stickers as needed

Responsible for knowing emergency procedures, fire safety procedures, Visitor Services Associate procedures.

KNOWLEDGE, SKILLS, AND ABILITIES

- Minimum two years retail, customer service, or front-of-house experience.
- Ability to manage part-time staff.
- Strong customer services skills.
- Strong attention to detail.
- Commitment to customer service, including strong interpersonal skills
- Proficiency with using software including computerized point of sale systems, email, and Microsoft products
- Able to work in a team environment, as well as individually
- Demonstrated ability to multi-task several assignments at the same time
- Frequent calculating, interrupted work on a variety of interrelated tasks, and use of sustained concentration, reasoning, judgment, resourcefulness, analytical ability, and ingenuity

PHYSICAL REQUIREMENTS

- Frequently stand/walk, sit, perform desk-based computer tasks, use a telephone, and grasp lightly/fine manipulation.
- Occasionally twist/bend/stoop/squat, reach/work above shoulders, grasp forcefully, writing by hand, sort/file paperwork.

* - Consistent with its obligations under the law, the Museum will provide reasonable accommodation to any employee with a disability who requires accommodation to perform the essential functions of their job.



WORKING CONDITIONS

- Work is performed primarily in a public setting at a ticket desk.
- Occasional travel on campus to departments/buildings or to local off-campus locations

About Historic Deerfield

Historic Deerfield, Inc., a not-for-profit museum of American history and art in western Massachusetts. Historic Deerfield is an equal opportunity employer that is committed to diversity and inclusion in the workplace. We prohibit discrimination and harassment of any kind based on race, color, sex, religion, sexual orientation, national origin, disability, genetic information, pregnancy, or any other protected characteristic as outlined by federal, state, or local laws.