



Visitor Services Associate Job Description

JOB SUMMARY

Visitor Services Associates (VSA) provide exceptional customer service and front-of-house experiences to Historic Deerfield's visiting public at two separate ticketing sites. VSAs provide orientation information, wayfinding, membership information, and ticket sales to Historic Deerfield's visitors. VSAs also serve as security for museum collections in gallery settings. Reporting to the Lead Visitor Services Associate, this role is a part-time, in-person, un-benefitted position with a starting wage of \$15.50 per hour, 8:45 a.m. to 4:45 p.m., excluding one half hour for lunch. Some weekend hours may be required.

If interested, please send cover letter explaining qualifications, CV, and contact information for three professional references to jobs@historic-deerfield.org. Please send all materials as attachments to an email with the subject of "VSA Search." For more information, please call (413) 774-7132.

CORE DUTIES

Provide information and orientation to the public.

- Greet visitors and provide an overview of visiting Historic Deerfield.
- 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 of one year retail, customer service, or front-of-house experience.
- 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.

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.

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.