

# Ontario County Historical Society

Visitor Services Associate

Posted 5.24.24

**Job Title:** Visitor Services Associate

**Hours:** Part-time (28 hours/week)

**Wage:** \$18/hour

**Reports to:** Executive Director and Director of Education

**Apply:** Send cover letter and resume to Executive Director, Ulana Fuller, at [ulana@ochs.org](mailto:ulana@ochs.org).

The Ontario County Historical Society is seeking a part-time visitor services associate to help maintain a positive visitor and member experience, both in-person and through our website and social media.

## Job Roles:

- Direct Visitor Contact includes but is not limited to:
  - Greet visitors and serve as first point of contact
  - Monitor guests in exhibit areas, engage with visitors who have questions
  - Answer and direct phone calls and research requests
  - Assist with visitor research
  - Promote upcoming events
  - Track and report attendance, membership, visitor research hours, volunteer hours
  - Handle logistical matters related to visitor experience (including ticket and membership sales online, by phone, or in person)
  - Handle sales and work with POS system
  - Clean museum as needed
- Administrative Assistance includes but is not limited to:
  - Work with Executive Director to send membership renewal letters, thank you letters, and other materials
  - Help keep website updated
  - Post on social media platforms
  - Help with designing event flyers and other graphics needed for events
  - Conduct end of week reports
  - Track inventory of museum store
  - Promote events on public calendars and in community newsletters
  - Assist Director of Education and Curator with projects as needed

## Qualifications

- Required
  - High School degree
  - 1 year experience in customer service
  - Strong organizational skills, computer skills, communication skills and ability to multi-task and prioritize
  - Strong social media skills
- Preferred
  - College degree
  - 2-5 years of customer service experience
  - Marketing experience
  - Experience in a museum or classroom setting

The Ontario County Historical Society 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. The Ontario County Historical Society makes hiring decisions based solely on qualifications, merit, and business needs at the time.