

# Historic Saranac Lake

## Job Description: Visitor Services Specialist

**Reports To:** Executive Director

**Hours:** 9am-5pm (3 days per week, at least one Saturday / month)

**Classification:** Part-Time, Hourly

**Wage:** \$20 per hour

### Description

The Visitor Services Specialist is a friendly, energetic, and professional individual who makes sure that every visitor has the best museum visit experience possible. Reporting to the Executive Director, the Specialist is a vital front-line presence that addresses the expectations of the Museum visitors. Work schedule varies with season and events.

### Front of House Responsibilities

- Staff the public spaces of the museum including the museum store. Maintain a professional, organized, communal visitor-centered front desk workspace/atmosphere.
- Ensure an optimal visitor experience through friendly and efficient service.
- Maintain the cleanliness of the museum store and keep shelves stocked.
- Review all front of house spaces at the beginning and end of each day. Perform basic cleaning and organizing as needed. Flag issues requiring maintenance.
- Develop a general understanding of local history in order to answer visitor inquiries.

### Clerical and Support Responsibilities

- Coordinate with the Archivist/Curator to process mail orders and Museum store shipments.
- Answer phone calls. Transfer calls to other staff. Record phone messages.
- Have working experience with basic Point of Sales systems. Have MAC and PC computer proficiencies. Have an ability and willingness to learn new technologies and processes.
- Utilize HSL's membership database to process gift acknowledgement letters.
- Participate in staff meetings, planning meetings, and other committee meetings as requested.
- Demonstrate ability to work independently, and work with, collaborate, and communicate with all members of the staff, Board of Trustees, and volunteers.
- Attend events/meetings outside regular business hours as required throughout the year.

### Necessary Skills

- Has a collaborative spirit and a willingness to successfully engage with colleagues to accomplish goals.
- Has excellent written, communication, and presentation skills.
- Shows a commitment to serve the public.
- Conducts oneself with the highest standards of decorum, objectivity, and professional integrity.
- Recognizes that personal activities may reflect upon the reputation of the museum. Shall not misrepresent the mission, objectives, policies, or programs of the museum.
- Holds self and others accountable for measurable high-quality, timely, and cost-effective results.
- Accepts responsibility for mistakes. Complies with established control systems and rules.

### Physical Requirements

- Work is performed primarily indoors and occasionally outdoors, in public spaces and non-public offices and storage areas. Compliance with Museum health and safety-related protocols is required.
- This job operates in a clerical, office setting within a museum with both modern and historic architectural elements. This role routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets and fax machines. While performing the duties of this job, the employee is frequently required to receive oral and written instructions and to clearly communicate in person, over the telephone, through email and through other electronic means. Employee is required to move about the work area, ascend and descend stairs; and stand and/or sit for extended periods of time. The

employee is occasionally required to lift, drag and/or move up to 25 pounds unassisted. The employee is required to visually or otherwise identify, observe, assess and differentiate dimension and color.

- Reasonable accommodations may be made to enable qualified individuals with a disability to perform the essential functions to the extent the Museum may do so without undue hardship. The term “Qualified individual with a disability” means an individual who with or without reasonable accommodation can perform the essential functions of the position.

### **Disclaimer**

The preceding job description has been designed to indicate the general nature and essential duties and responsibilities of work performed. It may not contain a comprehensive inventory of all duties, responsibilities, and qualifications required to do this role. Nothing in this job description restricts management’s right to assign or reassign duties and responsibilities to this job at any time. This position is at-will, which means that it can be terminated by the employee holding the position, or by the Museum, at any time, with or without notice or cause. This job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee. Duties, responsibilities, and activities may change, or new ones may be assigned at any time with or without notice.

- Job Announcement: **March 9**
- Application Deadline: **April 1**
- Interviews: **April 3-10**
- First Day: **April 20**

To apply, send your cover letter and resume to Amy Catania, Executive Director, Historic Saranac Lake, 89 Church Street, Suite 2, Saranac Lake, NY 12983 or by email to: [amy@historicsaranaclake.org](mailto:amy@historicsaranaclake.org)