**Job Title:** Visitor Experience Associate  
**Department:** Operations  
**Reports to:** Visitor Experience Manager

History saved and preserved is the foundation for strong, vibrant communities and future generations. The Detroit Historical Society’s mission is to tell Detroit’s stories and why they matter. Founded in 1921, the Society has been bringing together diverse voices and communities around the stories of the region to find their place in the present and inspire the future for almost 100 years. Located in Detroit’s cultural district, the Society administers and develops exhibitions and programming for the Detroit Historical Museum and Dossin Great Lakes Museum. The team cares for more than 250,000 artifacts in its collection, relying upon a staff of over 70 individuals to help bring Detroit’s stories to life.

The Visitor Experience Associate welcomes and assists visitors in achieving a dynamic experience at both the Detroit Historical Museum and Dossin Great Lakes Museum and their respective retail stores. Preferred candidates should have an interest in Detroit’s history and have availability to work a combination of weekdays, weekends, occasional evenings and potentially on holidays when the museums are open. Compensation is $10.00 per hour. This is a part-time position, approximately 10 - 20 hours per week.

**Position Description:**

- Enthusiastically greet the public, providing them with information and orientation to the museums;
- Be engaging when speaking with guests and always thank them for their visit;
- Provide helpful and patient service to visitor needs;
- Process memberships, parking and group tours payments;
- Complete transactions and other retail duties in museum stores;
- Answer telephones, assist with paperwork, mailings and database entry;
- Monitor museum security cameras;
- Assist with other similar duties as assigned

**Desired Qualifications:**

- High School Diploma or G.E.D. credential required; some college preferred;
- A self-starter who is detail oriented with an ability to multi-task;
- Retail and/or customer service experience with cash handling;
- A friendly and reliable “people person” with an outgoing personality and the ability to find positive solutions in all situations;
- Data entry and computer skills;
- Ability to work a flexible schedule that includes weekdays, some weekends and
holidays in which the museums are open;
- Must be willing to authorize a background check;
- First Aid/AED/CPR certification a plus

Please send resume and cover letter to the Human Resources Department at humanresource@detroithistorical.org no later than Friday, March 13, 2020.

Please no phone calls.

About DHS:

Stop working and start innovating! This is your opportunity to join a national leader in museum services. The Detroit Historical Society has a 100-year legacy of telling Detroit’s stories and why they matter. Most recently, with the 50-year anniversary of the summer of 1967, DHS sought to commemorate the traumatic riots with a sensitive and inclusive narrative. Rather than just create an exhibition, DHS shepherded a community- wide collaborative project. Detroit 67: Looking Back to Move Forward captured the story and proved that the Detroit Historical Society is a safe place to convene for difficult conversations.

DHS is an Equal Opportunity Employer and we encourage a diverse pool of candidates to apply.