

# DETROIT HISTORICAL SOCIETY



**Job Title:** Visitor Experience Associate (VEA) - Part Time

**Department:** Operations

**Reports to:** Visitor Experience Manager

**Hourly Wage:** Up to \$15.00 an hour, dependent on qualifications, education, and experience

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, the Dossin Great Lakes Museum, and our Collection Resource Center at Historic Ft Wayne. The team cares for nearly 300,000 artifacts in its collection and relies on a staff of over 50 individuals to help to continue to bring Detroit's vibrant stories to life.

## Position Description

The Visitor Experience Associate supports the Detroit Historical Society's mission, strategy, and DEAI goals by providing exceptional hospitality and visitor experiences to all individuals and groups visiting the museum. The Visitor Experience Associate sells admissions, memberships and Museum Store merchandise, answers questions, and provides visitors access to amenities. Visitor Experience Associates also have the opportunity to cross training in events and curatorial work.

## Major Responsibilities

- Provides a warm and welcoming greeting, is friendly and approachable, and resolves conflict in a professional and courteous manner.
- Sells museum admissions and museum store merchandise .
- Participates and uses available product knowledge training to stay up to date on product features and how they relate to the collection and exhibitions of The Detroit Historical Museum/Dossin Great Lakes Museum .
- Delivers excellent customer service that helps to develop and cultivate strong buying relationships to achieve service and sales goals.
- Introduces promotions and opportunities to customers .
- Works with guests to determine their needs and be able to recommend appropriate products .
- Assists in ensuring that the merchandise is maintained throughout the day by keeping the display area clean, ensuring proper pricing is displayed and restocking of merchandise .
- Follows inventory control procedures and guidelines with cash and merchandise handling .
- Operates point-of-sale system with accuracy to ensure proper protocols, including correct software usage, accurate data capture, and consistent messaging in communication is made with guests .
- Effectively and accurately provides information to guests regarding museum policies, exhibits, collections, special events and programs .
- Develops in-depth knowledge of museum operations, as well as its history, exhibitions, and membership program .

## General Responsibilities

- Promotes and processes memberships and assist with membership mailings and database entry .

- Maintains work areas—front desk, gift store, employee break room and volunteer spaces.
- Monitors Museum security cameras.
- Attends meetings as required.
- Performs other duties as assigned, directed, or as required to facilitate Society business.

### **Required Qualifications for Successful Position Performance**

- Basic knowledge of customer service best practices and possess excellent communication skills .
- Experience in cash handling and utilizing computerized point of sale systems with a high level of accuracy .
- Customer-focused and detail oriented with an ability to multi-task.
- Effectively communicate both verbally and in writing with customers, all organizational levels, professionally and with emotional intelligence.
- Enjoys working with the public and comfortable working with diverse populations, including and integrating all people and groups; respecting people from all backgrounds and cultures; understanding, accepting, and valuing differences between people.
- Willingness to work flexible schedules, including weekends and holidays.

### **Preferred Qualifications**

- Familiarity with Downtown and Midtown Detroit.
- First Aid/AED/CPR certification a plus.
- Bi-lingual a plus.

### **Education and Experience**

- High school diploma or GED; some college is preferred.
- Minimum 1-year of retail experience.

### **Compensation & Benefits**

- Hourly Wage is up to \$15.00 an hour dependent on qualifications, education, and experience.
- Paid Parental Leave after 12 months of qualifying service in coordination with FMLA.

**Interested applicants must have a valid driver's license, reliable transportation and be willing to undergo a criminal background check. Applicants must combine all application materials (Cover letter, resume, and list of 3 references with contact information) into one PDF or Microsoft Word document. Please limit document name to 50 characters. The maximum size limit is 11MB. Do not include special characters (e.g., & %, etc.).**

**Send to: [davidw@detroithistorical.org](mailto:davidw@detroithistorical.org) . No phone calls, please.**

### **EEO Statement**

The Detroit Historical Society (DHS) is an Equal Opportunity Employer seeking to reach a broad and diverse candidate pool when filling vacant positions. We strongly encourage applications from individuals of diverse backgrounds. We sincerely believe that our organization and its work benefit from the perspectives and talents of a diverse staff. We do not discriminate based upon race, religion, color, national origin, sex, sexual orientation, gender identity, age, status as a protected veteran, status as an individual with a disability or other applicable legally protected characteristics. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform essential job functions.