

Position: Visitor Services Associate
Reports to: Manager of Retail and Visitor Services

The Visitor Services Associate welcomes and assists visitors at the Detroit Historical Museum and Dossin Great Lakes Museum and both retail stores. All candidates must be available to work weekdays, weekends and occasional evenings. After 90 days from date of hire, this becomes a union position. There is an option to either pay union dues or a service fee. Payments are automatically debited from pay check. 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
- Provide helpful and patient service to visitor needs
- Process admissions, parking and group tours payments
- Complete transactions and other 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
- Retail and/or customer service experience with cash handling
- Outgoing personality with ability to find positive solutions in all situations
- Ability to move tables and chairs
- Data entry and computer skills
- Ability to work a flexible schedule that includes weekends, some weekends and holidays in which the Museums are open.
- Should be friendly and reliable
- Must pass a background check
- First Aid/AED/CPR certification a plus

To apply, please send resume to:

Don Dudley
Manager of Retail and Visitor Services
Detroit Historical Society
5401 Woodward Avenue
Detroit, MI 48202
donaldd@detroithistorical.org

No phone calls, please.