



**Job Title: Visitor Experience Associate (VEA)**

**Department: Operations**

**Reports to: Visitor Experience Manager**

Stop working and start innovating! This is your opportunity to join a national leader in museum services. The Detroit Historical Society has an award-winning 100-year legacy of telling Detroit's stories and why they matter. For example, in 2017, the DHS commemorated the 50-year anniversary of the civil unrest that happened in the summer of 1967 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. Founded in 1921 and located in Detroit's cultural district, the Society offers 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 Society seeks Visitor Experience Associates. These highly motivated individuals will be team players and will provide exceptional customer service during regular museum hours at both the Detroit Historical Museum and Dossin Great Lakes Museum and their respective retail stores. Associates will also provide general support for Society programming and services. Preferred candidates should have an interest in Detroit history and have availability to work a combination of weekdays, weekends, occasional evenings and potentially on holidays the museum is 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 a guest and always thank them for their visit
- Develop in-depth knowledge of museum operations, as well as its history, exhibitions and membership program
- Promote and process memberships and assist with membership mailings and database entry.
- Complete transactions and merchandising in Museum Stores
- Answer telephones, open/close registers, prepare paperwork for accounting department
- Monitor Museum security cameras
- Assist other DHS departments including Education, Events, Facilities, Marketing, and Memberships

*Desired Qualifications:*

- High School Diploma or G.E.D. credential required; some college preferred
- Valid driver's license
- Detail oriented with an ability to multi-task
- Friendly and reliable
- Outgoing people person
- Comfortable working with diverse populations regardless of ability, age, ethnicity, (etc.)
- Retail and/or customer service experience with cash handling
- Data entry and computer skills
- Familiarity with Downtown and Midtown Detroit a plus
- Membership sales a plus
- First Aid/AED/CPR certification a plus
- Must be willing to authorize a background check

DHS complies with current COVID-19 government mandates and standards for facilities cleaning and social distancing and requires daily employee health screenings.

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

