



Delaware

HISTORICAL SOCIETY

Title: Wilmington Campus Visitor Services Associate

Organization: Delaware Historical Society
505 N. Market Street, Wilmington, DE 19801

Status: Part-time, permanent: Wednesday, Thursday, and Saturday, 11:00 a.m.-4:00 p.m.

Supervisor: Wilmington Campus Visitor Services Manager

The Delaware Historical Society seeks a self-motivated individual to serve as Visitor Services Associate for its Market Street, Wilmington campus museums: the Delaware History Museum and Old Town Hall. The Visitor Services Associate assists the Visitor Services Manager with welcoming visitors to the museum, selling and tracking admissions, maintaining inventory in the museum store, and monitoring the status of museum spaces throughout the day when the museum is open to visitors. Prior retail and/or visitor services experience is preferred.

Qualified applicants should have an interest in history and museums, and a desire to work with a diverse constituency to strengthen visitors' understanding of multiple historical perspectives. As a valued member of the historical society's Education & Inspiration group, the Visitor Services Associate will also be responsible for conveying basic information about the museum buildings and gallery spaces.

This position is part-time during the museum's open hours on Wednesday, Thursday, and Saturday 11:00 a.m.-4:00 p.m. The Visitor Services Associate will be expected to assist the Visitor Services Manager with closing the museum spaces at the end of day. In addition, programming for the historical society often occurs on weekday evenings or on weekend days, and the visitor services associate may have the opportunity to earn extra hours providing assistance during some of these programs.

Responsibilities:

- Assisting Visitor Services Manager with:
 - Greeting diverse audiences to museum and providing orientation thereto;
 - Daily operations of Wilmington campus museums and gift shop and completing necessary paperwork;
 - Reconciliation of daily receipts for museum admissions and gift shop sales;
 - Completion of daily receipt forms and deposit tickets and submission thereof to assigned DHS staff/supervisor;
- Knowledge of and dissemination of information on current and future DHS programs and events;
- Assisting in maintaining gift shop inventories; restocking shelves as needed;
- Providing on site support for scheduled daily, evening, and weekend programs and events;
- Ensuring safety of museum interpreters, visitors, museum and collections by routinely walking through the museum spaces;
- Maintaining public spaces;

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- Tracking attendance, conducting visitor surveys, and collating data;
- Preparing and maintaining program materials as needed;
- Providing tours on an as-needed basis; and
- Assisting in general society duties as directed.

Qualifications:

- Proven experience working with audiences of diverse backgrounds and abilities.
- Interest in history (especially local history) and a willingness to learn and expand knowledge of Delaware history.
- Demonstrated enthusiasm for interacting with people of all ages, educational levels, and backgrounds
- Ability to lift average weight objects of up to 25 pounds, navigate stairs, and stand or walk for long periods of time.

Be ready to serve with enthusiasm and energy! Come with a willingness to learn, laugh, smile, and have fun!

Please send a cover letter, resume and three references
by February 18, 2019 to: rfay@dehistory.org
No phone calls please.

The Delaware Historical Society is an equal opportunity employer.
See dehistory.org for more information about the Delaware Historical Society.