

Job Title:	Lead Museum Ambassador	Job Category:	Non-Exempt
Department/Group: Education & Inspiration			
Location:	Wilmington, DE	Travel Required:	Minimal
Level/Salary Range:	\$16-\$18/ hour (24 hours per week)	Position Type:	Part-time
Will Train Applicant(s):	Yes	Posting Expires:	
Applications Accepted By:			
Email: amk@dehistory.org Subject Line: Lead Museum Ambassador		Please include résumé, cover letter, and 3 professional references.	

Role Overview:

The Delaware Historical Society is seeking a responsible, energetic, and organized individual to join our Wilmington Campus team as the **Lead Museum Ambassador**. Reporting to the Education & Visitor Services Manager, the Lead Museum Ambassador serves as a liaison between the Delaware Historical Society's Delaware History Museum and Mitchell Center for African American Heritage (DHM/MCAAH) and its visitors. This role includes ensuring a positive, engaging, and insightful visitor experience, as well as providing assistance with education and programming initiatives.

Essential Functions and Responsibilities:

- Provide leadership for fellow part-time Museum Ambassadors.
- Collect, analyze, and report daily visitor data including attendance and surveys, and handle and record payment of tours for the DHM and MCAAH.
- Conduct educational programs and onsite tours developed for diverse audiences.
- Assist with scheduling tours and rentals of the various sites on the Wilmington Campus.
- Maintain visitor spaces, equipment, and supplies.
- Ensure welfare and safety of visitors and staff.
- Contribute to the research, development, and implementation of all educational materials, resources, and programs and attend monthly program team meetings.
- Assist in general operational duties as directed.

Qualifications:

Minimum Education and Experience Requirements:

- High school diploma
- Effective interpersonal skills and interest in history, particularly local and American history, with willingness to learn Delaware history.
- At least 2 years' work experience (retail, museum, or visitor services experience a plus).
- Positive attitude, an open mind, and flexibility.

Knowledge, Skills, and Abilities

- Strong verbal communication skills that adapt to a variety of ages.
- Attention to detail with the ability to handle multiple tasks simultaneously.
- Receive all telephone calls for the museum, transfer calls, or relay messages to appropriate staff.
- Proficient with basic office equipment and Microsoft Office suite.

Preferred Skills

- Undergraduate degree in History, Education, or related field preferred.
- Experience in history, art history, museums, or a related discipline.

Additional Notes**Work Schedule:**

24-hours per week (29 hour per week maximum)

- Museum hours: Wednesday – Saturday 11:00pm – 5:00pm.
- Variable hours: School programs are scheduled during the school week, Monday – Friday 8:30am – 4:00pm; some evening hours may be required.

Physical Demands

- Operate computer, smartboard, office machinery, point of sale system, copy machine and printer.
- Ability to lift and move large bins filled with education props and materials.
- Regularly maintain and clean areas visible to visitors (dusting, vacuuming, and sweeping of museum galleries and entryways).
- Must be able to maintain regular, punctual attendance onsite, including regular Saturday hours.
- Long, uninterrupted periods of time standing and walking.

About the Delaware Historical Society

The Delaware Historical Society (DHS), founded in 1864, preserves, promotes, and shares Delaware's history in a welcoming environment to educate, inspire, and empower people and communities. DHS is an independent, non-profit, non-government historical society founded in 1864. It stewards nine historic buildings, eight of which are in Wilmington and straddle the 500 block of Market Street. The ninth is the George Read II House & Gardens in Historic New Castle, situated adjacent to the First State National Historical Park and overlooking the Delaware River. To learn more visit www.dehistory.org.