

FHC Visitor Services Assistant Job Description

Summary:

Are you pursuing a career in museums, hospitality, or education? Interested in local/maritime history and the commercial fishing industry? New Bedford Fishing Heritage Center is seeking an enthusiastic candidate for the position of Visitor Services Assistant (VSA). Working under the direction of the Center's Operations Manager, the position will be responsible for staffing the front desk and gift shop, and welcoming and orienting visitors to the exhibit space. This is a great opportunity for someone who wants to work in a small museum environment, enjoys interacting with people, and is interested in learning more about the commercial fishing industry. This is a paid, part-time position.

Key Responsibilities:

The Visitor Services Assistant serves as the public face of the New Bedford Fishing Heritage Center during public operating hours. On a day-to-day basis, the VSA is responsible for greeting and orienting visitors, collecting admission and gift shop sales, providing visitors with information about the museum and its exhibits and the local area, and answering questions. When groups visit the VSA will be expected to introduce the Center's introductory film and orient them to the exhibit space.

Front Desk & Gift Shop

- Open and close the Center on assigned days, including putting out open flag and sandwich boards, stocking store and amenities (paper towels, cups for water), turning on and off exhibit technology
- Welcome visitors, orient them to the site, collect admission, and track attendance
- Staff the gift shop; balance the cash drawer and run reports at the beginning and end of each day, and assist Operations Manager and volunteers with restocking and pricing of merchandise
- Assist Operations Manager with general upkeep and appearance of FHC exhibit space, including restocking of amenities (paper towels, cups for water, etc.)
- Work with FHC's volunteers when schedules overlap

Tour Group Programs

- Welcome tour groups to the Center, orient them to the exhibit space, and be on-hand to answer questions and facilitate discussion in the exhibit space

FHC Programs & Events Support

- Provide additional support to Programs Manager for scheduled FHC programs and events as assigned, which may include school groups, public events, and exhibit research and installation

Qualifications:

Success in this position requires a confident and outgoing disposition, attention to detail, prompt and reliable attendance, and an enthusiasm for working with the public. Comfort with basic technology including touch screens and point of sale systems is essential. An interest in local history and/or the commercial fishing industry encouraged! Knowledge of downtown New Bedford and/or retail experience is a plus. The candidate must have the ability to lift up to 25 pounds.

Work Schedule and Compensation:

Schedule

The Visitor Services Assistant will work Saturdays (9:30-4:30) with the possibility of additional depending on the needs of the organization and tour group schedule. Opportunity for additional days/hours to be agreed upon by Visitor Services Assistant and FHC staff.

Compensation

\$16/hour

How to Apply:

To apply, please send a cover letter, resume, and two references to Laura Orleans director@fishingheritagecenter.org

About New Bedford Fishing Heritage Center.

Established in 2016, New Bedford Fishing Heritage Center is located at 38 Bethel Street in New Bedford's Seaport Historic District and is dedicated to preserving and sharing the story of the commercial fishing industry, past, present, and future through exhibits, programs, and our growing archival collection. For more information, visit the Center's website at: www.fishingheritagecenter.org.