



## **Part-Time Visitor Services Associate** for The Erie Canal Museum and the Syracuse Heritage Area Visitor Center

### **Position Summary:**

The Erie Canal Museum is an American Alliance of Museum accredited history museum located in the 1850 Syracuse Weighlock Building. The Museum also serves as the Heritage Area Visitor Center for Downtown Syracuse. The Museum seeks an outgoing, reliable individual to join our team. The Visitor Services Associate is responsible for greeting visitors to the Museum, selling merchandise in the Museum Shop, and providing information on programs, events, and general information about the Museum and Downtown Syracuse. This part-time position works about 8 - 15 hours per week.

The Museum's hours are 10am – 5pm Monday through Saturday and 10am – 3pm on Sunday.

### **Description of Responsibilities:**

- Interacts with all visitors in a friendly, professional manner, delivering exemplary customer service and accurate site information.
- Provides initial impression of the Museum, greets visitors, explains museum rules, and answers visitor questions.
- Offer concierge-like service for guests interested in other Downtown Syracuse and local area attractions and venues.
- Records attendance data and other types of visitor information as assigned.
- Performs cashier duties in the Museum Shop, operating the cash register in accordance with proper cash handling procedures and completes till audit paperwork at closing, as assigned.
- Assist in inventory control; help to maintain an orderly and attractive store and an organized stockroom by keeping merchandise filled and neatly displayed.
- Maintains an orderly workstation and contributes to the tidiness of all common work areas.
- Answers phone calls directed to the front desk.
- Participates in procedures to respond to emergencies.
- Assists in support of Special Events.
- Performs other duties as assigned .

### **Knowledge, Skills and Abilities:**

- Strong customer service skills required; ability to make each visitor feel welcome.
- Knowledge and understanding of general Museum environment and Downtown Syracuse.
- Possess excellent organization and communication (both oral and written) skills.
- Comfortable with technology.
- Highly motivated and detailed orientated.
- Ability to work a flexible schedule that may include evening, weekend and holiday assignments.

### **Qualifications:**

- High School diploma or equivalent
- 3 years experience in retail and/or customer service position

***To apply for this position, please email a cover letter, resume, three references, and availability to [director@eriecanalmuseum.org](mailto:director@eriecanalmuseum.org). No phone calls, please.***

## Part-Time Visitor Services Associate

for The Erie Canal Museum and the Syracuse Heritage Area Visitor Center

**Date:**

### Availability

Write your name on the line if you are available at that time.

Monday	9:45am - 1:30pm	
	1:30pm - 5:15pm	
Tuesday	9:45am - 1:30pm	
	1:30pm - 5:15pm	
Wednesday	9:45am - 1:30pm	
	1:30pm - 5:15pm	
Thursday	9:45am - 1:30pm	
	1:30pm - 5:15pm	
Friday	9:45am - 1:30pm	
	1:30pm - 5:15pm	
Saturday	9:45am - 1:30pm	
	1:30pm - 5:15pm	
Sunday	9:45am - 3:15pm	
	9:45am - 3:15pm	

The Erie Canal Museum is open to the public seven days a week.

Monday through Saturday from 10:00am - 5:00pm and Sunday from 10:00am - 3:00pm

The Erie Canal Museum is closed on the following holidays:

New Year's Day, Easter, Independence Day, Thanksgiving, and Christmas.