



Visitor Services Associate

Position Summary:

The Erie Canal Museum, located in downtown Syracuse, New York, engages the public in the story of the Erie Canal's transformative impacts on peoples and places in the past, present, and future. We are stewards and interpreters of Erie Canal related materials and heritage. Established in 1962, the Erie Canal Museum shares 200 years of Erie Canal history through interactive displays, original artifacts, and public programs.

The Museum seeks an outgoing, reliable individual to join our team. The Visitor Services Associate is responsible for greeting visitors and orienting them to the Museum, selling merchandise in the Museum Shop, and providing general information about the Museum and Downtown Syracuse.

Responsibilities:

- Interacts with all visitors delivering exemplary customer service and accurate information about the Museum and downtown Syracuse.
- Manages the day-to-day activities of the Museum shop, including operating the cash register in accordance with proper cash handling procedures, completing till audit paperwork at closing, assisting in inventory control, and helping to maintain an orderly and attractive store and an organized stockroom.
- Maintains the Museum's front desk, including keeping an orderly workstation and answering phone calls, directing them to the appropriate person when necessary.
- Participates in procedures to respond to emergencies.
- Performs other duties as assigned.

Knowledge, Skills, and Abilities:

- Customer service and cash handling experience preferred.
- Knowledge and understanding of general museum environment and Downtown Syracuse preferred.
- Comfortable with technology.
- Ability to work a flexible schedule that may include evening, weekend, and holiday assignments.

Qualifications:

- Experience with customer service, retail, and/or hospitality.

Additional Details:

This part time position works 7-21 hours per week, including some weekend and evening hours, with the exact schedule determined monthly. We are currently looking for someone who can regularly work 10 AM – 5 PM one days per week (typically Friday, Saturday, or Sunday), and has some flexibility to cover schedule gaps. Pay starts at \$15.50/hour.

To apply, candidates should send a cover letter of no more than 1,000 words addressing why you'd like to work at the Erie Canal Museum, your qualifications for this position, availability; and a resume or [Erie Canal Museum Employment Application](#).

Applications packages should be submitted as PDFs via email to Natalie Stetson, Executive Director, at employment@eriecanalmuseum.org with "Visitor Services Associate" in the subject line. Applications are accepted until the position is filled.

The Erie Canal Museum (ECM) is an American Alliance of Museum accredited history museum. ECM recruits and hires employees without regard to race, color, religion, national origin, sex, age, disability, or sexual preference, and treats all employees equally with respect to compensation and opportunities for advancement, including upgrading, or promotion. ECM supports the Americans with Disabilities Act, and will take such measures insofar as possible to assist employees who need accommodation. Reference checks may be conducted for all positions.

Candidate:

(NS) Describe your experience providing customer service. Include examples, is possible, of times you provided exceptional customer service and handling a difficult situation.	
(DP) What strategies would you use to ensure that visitors have a positive experience from the moment they enter the Museum?	
(NS) Describe your experience with cash handling and operating a cash register. What steps do you take to ensure accuracy in transactions?	
(DP) What is your current familiarity with the Erie Canal and Downtown Syracuse? What would you do to increase your knowledge about them? What tools do you think would be helpful for us to provide to you to help you provide information to visitors?	
(NS) We try to set a fairly regular schedule for the front desk, planning it out one month at a time. What does your availability look like and do you anticipate it changing much in the summer or next fall/winter?	
(NS) Would you have flexibility to cover vacations or potential sick days for co-workers and occasional evening events?	
(DP) Do you see this as a temporary job, or do you think you'd like to have it for at least one year?	

