Seasonal 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 seeks an outgoing, reliable individual to join our team from mid-November through January 10, 2021, during our annual Gingerbread Gallery. The Visitor Services Associate is responsible for checking-in visitors using our timed-ticketing system, selling merchandise in the Museum Shop, providing general information about the Museum and Downtown Syracuse, and helping to enforce COVID-19 safety protocols. This part-time position works 10a.m. to 5p.m. on Sundays and occasional other days. Being able to work Sundays is required.

Since the Museum re-opened at the end of July, we have instituted numerous COVID-19 safety protocols including requiring face covering and reservations to ensure the Museum is never too crowded, and installing a plastic barrier at the front desk. Keeping our staff and visitors safe is our top priority. During the Gingerbread Gallery, the Museum is open daily from 10a.m. to 5p.m.

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.
• 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.
• 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.

To apply for this position, please email an Erie Canal Museum employment application (available on our website at eriecanalmuseum.org/about/careers/) and resume to director@eriecanalmuseum.org.
No phone calls, please.