



VISITOR SERVICES COORDINATOR

Are you passionate about helping more people to experience history, art, and material culture? Historic Deerfield, a museum of American history and art in Western Massachusetts, is looking for an organized, communicative, customer-service and sales-oriented Visitor Services Coordinator (VSC) to join their Museum Education team. This role has primary responsibility for group visits, ranging from large bus groups to K-12 field trips. The VSC is the regular on-site manager on Sundays, having overall operational authority for the museum that day. The VSC assists with the smooth running of the Museum Education Department. This is a management position suited to a confident, self-directed staff person eager to make a difference with a meaningful, nonprofit museum.

This role is a part-time position. Hours are 8:45am to 4:45pm, on Sunday, Tuesday, Wednesday, and Thursday from mid-April to December. December through mid-April the hours are three days a week, one of which must be a Saturday or a Sunday.

CORE DUTIES

- Solicit new business for and organize group tours, VIP Tours, K-12 field trips, special tours, and other private groups.
- Provide general support and assistance to the Visitor Services Manager in the daily running of the museum visitor centers.
- Provide ticketing and organizing support to general museum programs, workshops, and events.
- Serve as Open/Close personnel on Sundays during the museum's principal open season and on a Saturday or Sunday during the winter.
- Other duties as assigned.

KNOWLEDGE, SKILLS, AND ABILITIES

- Minimum two years retail, customer service, or front-of-house experience.
- Strong customer services skills and commitment to excellence in this area.
- Strong sales skills.
- Strong attention to detail.
- Proficiency with using software including computerized point of sale systems, email, and Microsoft products.
- Able to work in a team environment, as well as individually.
- Demonstrated ability to multi-task several assignments at the same time.

- Frequent calculating, interrupted work on a variety of interrelated tasks, and use of sustained concentration, reasoning, judgment, resourcefulness, analytical ability, and ingenuity.

To apply, please send CV, cover letter, and contact information for three references to jobs@historic-deerfield.org.