



Fairfield Museum

AND HISTORY CENTER

POSITION TITLE: **Visitor Services Associate (Part-Time, Year-Round)**

FUNCTION: Responsible for facilitating a positive visitor experience at the Fairfield Museum & History Center, including greeting and assisting visitors, answering phones, supporting event logistics, and performing routine administrative and clerical duties. This part-time position is year-round (including summers), 7-14 hrs/wk.

SCHEDULE: We are hiring **one or more** visitor services associate(s) to cover the following shifts:

- Primary shifts: Saturdays and/or Sundays 9:30AM – 4:30PM
- Additional shifts: Occasional weekday and weekend evenings

We may hire **one candidate** who can cover all required shifts, or **multiple candidates** whose combined availability meets our scheduling needs.

ABOUT THE MUSEUM:

The Fairfield Museum & History Center is a vibrant center of community life that welcomes more than 34,000 annual visitors, a prominent center for the study of arts and humanities, and an award-winning educational center that serves more than 5,200 students. Our mission is to inspire civic engagement by celebrating the diverse history of our region and its people. As a dynamic public forum, we believe in the power of art and humanities to inspire the imagination, stimulate ideas, and build a better society.

To learn more, visit www.fairfieldhistory.org.

JOB DUTIES:

- As the first point of contact, handle reception desk duties, including answering phones, greeting visitors, and providing informed, professional and courteous customer service.
- Handle payments for admissions, memberships, Museum Shop sales, and program/event registrations using Square automated point of sale system.
- Ensure the Museum presents a professional and welcoming appearance by keeping the reception area, Museum Shop, public areas, and staff kitchen tidy and well-organized.
- Collect and maintain email subscriber information.
- Assist with room setup and breakdown for facility rentals and Museum events; assist with Museum event check-ins as needed.
- Oversee and manage weekday evening and weekend events, serving as the on-site point person for clients' questions or needs during the event, managing event setup and cleanup, and handling basic IT/AV needs and troubleshooting.
- Open and close the Museum on weekend shifts, including securing the building and setting alarms.
- Provide general administrative support as needed.
- Other duties as assigned.

JOB REQUIREMENTS:

Applicants should bring energy, enthusiasm, and good humor to their work and be able to demonstrate:

- A professional, gracious, outgoing and helpful demeanor. Previous customer service experience a plus.
- Excellent verbal and written communication skills.
- The ability to remain calm and sensible under pressure in a busy, demanding work environment.
- Strong attention to detail and attentiveness, with the ability to stay alert and engaged at all times.
- A high level of initiative, as well as personal and professional integrity.
- Excellent organizational skills, with the ability to prioritize, meet deadlines, and manage multiple tasks simultaneously.
- Proficiency in Microsoft Office and Google Suite. Square POS experience preferred, but training will be provided.

EDUCATION:

High school diploma required. College degree preferred, although current college students are encouraged to apply.

WORK CONDITIONS

The position will require employee to lift, bend, stoop, walk, speak, and stand, as well as operate basic office equipment.

All Fairfield Museum employees must be eligible to work in the U.S.

EQUAL OPPORTUNITY EMPLOYER:

Fairfield Museum is committed to building an inclusive culture that reflects the full diversity of the communities we serve and provides equal employment opportunities to all employees and applicants for employment. The Museum prohibits discrimination and harassment of any type due to race, color, sex, sexual orientation, gender identity or expression, age, creed, religion, national origin, citizenship status, disability status, ancestry, marital status, veteran status, medical condition, or any other characteristic protected by local, state, or federal laws. This policy applies to all terms and conditions of employment.

All offers of employment are contingent upon a satisfactory background check.

TO APPLY:

Please submit a resume and letter of interest detailing your work experience. All cover letters and resumes should be sent as **ONE PDF DOCUMENT** titled “**Last Name First Name Cover Letter & Resume**” to search@fairfieldhs.org. Please put **Visitor Services Associate** in the email subject line. Applications will be accepted until the position(s) is(are) filled.