



Fairfield Museum

AND HISTORY CENTER

Position Title: **Assistant Visitor Services Manager**

Reports To: Visitor Services Manager

Level: Part Time, hourly

Function: Responsible for overseeing the visitor experience at the Fairfield Museum, including reception, answering phones, assisting visitors, supporting special events and rentals and assisting with Museum Shop sales.

Hours: Saturdays, Sundays and Possible Weekdays, 10:00 AM – 4:00 PM, Evening Events as needed.

Duties:

- As primary reception staff, answer phones, greet visitors and provide informed, professional and courteous customer service.
- Ensure that the Museum is well represented; maintain organized and tidy reception area, Museum Shop, staff kitchen, galleries and public areas.
- Oversee the Museum Shop experience including answering questions and offering item suggestions. Ensure items are neat and orderly on the shelves and replenish inventory as available.
- Use automated point of sale system to process cash receipts for admissions, store sales and program reservations.
- Gather and maintain email lists, update online calendars, assist with social media.
- Assist with Facility Rental reservations
- Assist with the room preparation for Facility Rentals
- Other duties as directed by the Visitor Services Manager
- Provide Customer Service and Support for after-hours special events and Facility Rentals as needed. Assist with and supervise special events at the Burr Mansion and Fairfield Museum, including overseeing caterers and facilities use and ensuring the overall smooth operation and safety of event activities.

Experience / Skills / Education

- Professional, energetic, gracious, outgoing and helpful demeanor
- Excellent verbal and written communication skills
- Excellent project management and organization skills
- Experience with Special Event management and execution a plus
- Experience using MS Word, Excel, social media (Facebook, Twitter, etc.) and point of sale systems. (preferred but not required)
- High School Diploma

To Apply:

Please email a cover letter, resume detailing work experience and three references to: info@fairfieldhs.org. Please put “Assistant Visitor Services Search” in the subject line of your email. EOE. Applications are reviewed on a rolling basis.