



Fairfield Museum

A N D H I S T O R Y C E N T E R

Position Title: **Visitor Services and Museum Shop Manager**
Reports To: Assistant Director of Development and Administration
Level: Part time: 18-24 Hours / week
Supervises: Volunteers, Assistant Visitor Services

Function: Responsible for managing the visitor experience at the Fairfield Museum, including reception, answering phones, and assisting visitors, as well as routine administrative and clerical duties. Oversees Museum Shop operations and buying.

Hours: Mondays, Wednesday and Fridays 9:30AM – 4:30PM, with occasional weekend hours.

Duties:

Reception

- As primary reception staff, answer phones, greet visitors and provide informed, professional and courteous customer service.
- Provides orientation to Museum exhibits.
- Promotes Fairfield Museum's membership program.
- Schedule and supervise weekend visitor service staff, assign tasks and oversee their duties as needed.
- Ensure that the Museum is well represented; maintain organized and tidy reception area, Museum Shop, staff kitchen and public areas.
- Oversee contract cleaning staff.

Administration

- Use Square automated point of sale system to process cash receipts for admissions, store sales and program reservations.
- Assist with Museum marketing, gather and maintain email lists, update online calendars, assist with social media postings.
- Oversee and assist with room preparations for facilities rentals.
- Oversee retail sales in the Museum Shop, including researching new inventory, buying, and updating seasonal displays.
- Oversee the development of custom products for Museum Shop.

- Maintain organizational calendars, phone messages, social media and web site as needed.
- Prepare records and regular reports on attendance and other audience data as required.
- Assist with set up and staffing of special events
- Assist with other Museum duties as needed.

Job Requirements:

Applicants should bring energy, enthusiasm and a welcoming personality, and be able to demonstrate:

- A professional, gracious, outgoing and helpful demeanor.
- Retail sales experience, including inventory buying and display.
- Excellent verbal and written communication skills.
- A high level of initiative, as well as personal and professional integrity.
- Excellent organizational skills, ability to prioritize, meet deadlines and manage several simultaneous tasks in a demanding work environment.
- Proficiency using MS Word, Excel, social media (Facebook, Twitter, etc.) and Square Point of sale systems.
- Possess a college degree.

This is a part-time position requiring occasional evening and weekend hours. The position will require employee to lift, bend, stoop, walk, speak and stand, as well as operate basic office equipment. Compensation is \$25/ hour with vacation and 401K benefits.

To Apply:

Email a cover letter and resume detailing relevant work and educational experience by November 8th, 2021 to search@fairfieldhs.org. The Fairfield Museum is an equal opportunity employer and encourages applications from people of color, women, and LGBTQ+ applicants.

About the Fairfield Museum:

Fairfield Museum is a thriving cultural center that uses history and the arts to strengthen community and help shape its future. We believe in the power of the arts and the humanities to inspire imagination, stimulate thought, and transform society. Fairfield Museum is a vibrant nexus of community life that welcomes more than 35,000 visitors annually. We are a leading and award-winning center for arts and humanities education that provides high-quality school programs to more than 4,000 students each year.