



JOB POSTING

Title: VISITOR SERVICES ASSOCIATE

Morris-Jumel Mansion is the oldest surviving house in Manhattan, a historic site that has witnessed the evolution of Uptown from rural countryside to a dynamic multicultural community. As one of the nation's foremost historic houses, the Morris-Jumel Mansion Museum, strives to empower audiences to create relevant contemporary connections to the histories of the Mansion, its collections, the land, and its people, past and present through its diverse roster of arts and cultural programming.

Role

The Visitor Services Associate is responsible for greeting guests, facilitating safe visits, completing gift shop sales, store stocking and inventory, and assisting with marketing, and event execution. This is a public-facing role which prioritizes the engagement of and outreach to the museum's diverse audiences. This position reports to the Museum Operations Manager or assigned Manager on Duty during the museum's public hours.

Responsibilities

- Help facilitate a positive visitor experience and ensure that the museum and park are presented at their best
- Open the museum for public hours; secure the site and safeguard collections and exhibits
- Facilitate a positive visitor experience by greeting, welcoming, and orienting visitors; assist in the operations of museum activities with a focus on customer service
- Answer phones, check mail, and respond to general inquiries
- Initiate and complete admission and gift shop sales transactions
- Ensure that all store displays and supplies are stocked
- Assist with producing visitor reports, inventory management, and database entry
- Familiarize yourself with content to ensure accurate delivery tours and interpretative content as needed
- Work in conjunction with museum staff to market programs and museum activities; assist in community outreach efforts
- Assist with general administrative and clerical work, including filing, photocopying, and mailings
- Engage significant stakeholders, volunteers, the immediate neighborhood, and the broader community to create a welcoming, inviting, and relevant educational environment
- Contribute as a critical part of the Mansion's reopening team by working closely with staff and volunteers to uphold and exceed established COVID protocols and regulations
- Assist with special events, programs, tours, and other projects as assigned

Desired Requirements

- One or more years of experience in a front-facing, customer service role
- Interest in, knowledge, or coursework in American History, historic preservation, decorative arts, and/or other humanities-related discipline

MORRIS-JUMEL MANSION

65 Jumel Terrace · New York, New York 10032 · (212) 923-8008 · <http://www.morrisjumel.org>

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- Ability to work with individuals from a wide variety of ethnic, cultural, and economic backgrounds
- Team player with personable and helpful attitude; flexible
- Experience with public speaking or delivering educational content, preferably in both English and Spanish
- Comfortable working outdoors during the peak season to assist with visitor orientation and program delivery
- Ability to demonstrate and communicate passion for museum's mission and content
- Bilingual proficiency (Spanish/English) strongly preferred

Rate, Hours, and Schedule

The Visitor Services Associate position is a part-time position and is payable at the rate of \$17.50/hour. During the museum's peak season (Spring-Fall), this position works during the museum's public hours and will be scheduled one to two days a week; Friday availability is a must. Hours are variable during off-peak seasons and will be determined in consultation with the Executive Director and Visitor Services Team.

To Apply

Send a resume/CV and cover letter expressing your interest in the position to jobs@morrisjumel.org using the following resume and cover letter format: First Name_Last Name_Visitor Services Application

Equal Employment Opportunity Statement

The Morris-Jumel Mansion (MJM) is committed to promoting diversity and inclusion in all aspects of the Museum's workforce, programs, and activities. It is the policy of MJM to provide equal employment opportunities, to administer its personnel practices, and to maintain an environment free of discrimination or harassment on the basis of race, color, national origin, religion, sex, pregnancy, age, actual or perceived physical or mental disability, genetic information, marital status, sexual orientation, gender including gender identity or expression, military or veteran status, citizen status, or other protected status as required by applicable City, State or federal law. The Morris-Jumel Mansion is an equal opportunity employer and as such provides equal opportunity to all contractors, employees, and applicants without unlawful discrimination and bases all employment-related decisions solely on relevant criteria such as training, experience, and suitability.

Diversity and Inclusion

Morris-Jumel Mansion reflects the values of, and is a microcosm of, the communities it serves. Each representative of the organization will work individually and collectively to keep the promise of diversity, equity, accessibility, and inclusion. The museum's team encourages and celebrates differing opinions, strives for agreement on broad issues as a foundation for building consensus, and works together in the interests of the organization as a whole.

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