

## Position Description

Position Title: Visitor Services Specialist

Reports to: Visitor Services Manager

Status: Hourly

Compensation: Starting at \$12/hour

This position will start the week of February 21, 2022, paid training may occur prior to this date.

### Organizational Description:

America's Black Holocaust Museum was founded by Dr. James Cameron. Dr. Cameron is one of few known survivors of lynching in American History. His life experience and passion created ABHM with an interest in educating and sharing. Today, ABHM promotes a space for reconciliation and healing in order to promote a more united community and an equitable world without racism. Our vision is to honor the legacy of our founder, Dr. James Cameron, and the under-told stories of African Americans as an integral part of American history. America's Black Holocaust Museum, an integrated physical and virtual experience, will continue to serve as a catalyst to educate and create space for reconciliation and healing.

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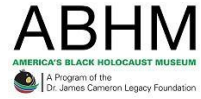
- The Visitor Services Specialist (VSS) will be responsible for
  - Welcoming guests to the museum with an emphasis on ensuring a positive and efficient visitor experience.
  - Ensuring excellent customer service and a positive museum experience that encourages repeat visitation and community participation.
  - Being a brand ambassador for the museum to the surrounding community with knowledge of the museum content.
  - Opening and closing the museum daily
    - Cleaning and organizing the community room
  - The ability to use the POS system (Talech) to check guests into the museum
  - Cash Handling and proper use of the credit card machine
  - Reports run at the end of the day
  - Assisting the Visitor Services and Membership Coordinator with field trip communication to schools
  - Helping visitors become members of the museum onsite and over the phone
    - The VSS will need to be able to enter Membership data quickly and efficiently into the POS system
  - Other duties as assigned

Job description and responsibilities may change in the future with any updates to the museum and staffing.

### Education and/or Experience:

- High School Degree or equivalent
- Prior Customer Service experience preferably in a museum or attraction setting

### Other Qualifications:



- Able to work with technology
- Be highly organized
- Able to problem solve
- Timely
- Professional, polished, and positive attitude and demeanor
- Ability to communicate effectively and courteously with people verbally and in writing.
- Ability to work harmoniously with a team
- Demonstrated ability to take initiative and work independently
- Ability to sit and stand throughout the day for extended periods of time
- Ability to lift up to 30 lbs

This position is a part-time non-exempt position. This position is 20 - 25 hours per week onsite at the museum. This position includes some weekends and evenings.

For consideration, email resume and cover letter as 1 PDF to: [jobs@nmbstrategies.com](mailto:jobs@nmbstrategies.com)  
Be sure to include the title of the position you are interested in with your letter. Please have "[Your Last Name] – Visitor Services Specialist" in the subject header for the email. Only those candidates selected for an interview will be contacted. No telephone calls for position inquiries, please.

America's Black Holocaust Museum is an equal opportunity employer committed to diversity at all levels.