

Warren Heritage Society

Job Description: Museum Assistant

Part-time, Non-Exempt

Position Summary:

Museum Assistants provide guests with a safe and enjoyable experience during their visit to the museum. This position is public facing and will require regular engagement with visiting guests, staff, and volunteers through the course of a normal working day. Museum Assistants collaborate and work closely with staff throughout the museum to garner safety and guest engagement throughout museum operations, including guided tours, special events, exhibitions, programs, and other initiatives.

Responsibilities:

- Perform daily museum duties and safeguard the collection and special exhibitions as directed.
- Acquire and maintain basic knowledge of museum policies, procedures, and practices.
- Act as a professional representative of the museum with the public.
- Provide accurate information about the museum and the collection to the public.
- Observe and report suspicious activity, injury, or unusual/unsafe behavior.
- Facilitate emergency evacuation procedures when necessary.
- Be available to work on weekdays, weekends, evenings and special events when required.
- Move light furniture as needed; up to 20lbs with or without assistance.
- Monitor museum phone, email, and online tour booking platforms
- Perform regular cleaning of public and staff spaces including museum shop floors, counters, bathrooms, staff kitchen, house porches and sidewalks, and emptying trash cans
- Assist in the Gift Shop as needed.
- Assists with providing engaging tours when necessary.
- Perform other duties as assigned by the Museum & Archives Manager or Executive Director.

Qualifications and Skills

- Must be reliable and have strong communication skills, both written and verbal.
- Ability to engage with diverse audiences and constituents while delivering exceptional customer service.
- Ability to work independently and collaboratively with peers and management staff.
- Must be able to remain in a standing/walking position during most shifts, including using stairs.
- Ability to remain on one's feet for prolonged periods with or without reasonable accommodations.
- Adaptability to work in a fluid, dynamic work environment, including flexible meal and break times.
- Background in general history helpful, but not required.