

Visitor Services Associate – Part Time

The Stickley Museum at Craftsman Farms is the former country estate of Gustav Stickley, a leader in the American Arts and Crafts movement. The Log House was the Stickley family's home on the property, and is now run as a historic house museum and non-profit organization. We offer 16 docent-guided tours of the Log House per week year round, plus an impressive schedule of lectures, seasonal specialty tours, group tours, Girl Scout workshops, trips, parties, and fundraising events.

Our Visitor Services Associate position is a dynamic, largely visitor-facing job that offers broad, hands-on experience across a number of museum departments. We are seeking a dedicated, responsible candidate with a strong work ethic and a demonstrated interest in history, decorative arts or architecture, museum studies or tourism. Applicants should be outgoing and amiable, while presenting a calm and authoritative exterior. They should be equally comfortable interacting with volunteers, VIPs, children, casual visitors, and Arts and Crafts aficionados, and working both independently and as part of a small staff. The Visitor Services Associate typically works as the only staff member in the museum building during open hours, as well as working before and after museum hours in the administrative office. A great candidate will actively seek new challenges and increased responsibility.

This is a great opportunity for the right candidate to jump in and learn from an experienced and ambitious staff in a fast-paced environment.

This position reports to the Visitor Services and Retail Manager, and has a part-time schedule of 28 hours a week, Thursday through Sunday. Pay rate for the non-exempt position is \$13.00 per hour, and health insurance benefits are available to this position. Flexibility to cover occasional schedule changes and evenings are needed. Though this is the junior level staff position within our organization, this is not an entry-level position. All needed training for the position will be provided for the candidate who is hired, including intensive instruction in giving a tour of the museum.

Visitor Services Responsibilities:

Under the direction of the Visitor Services and Retail Manager and Senior Manager of Education, the Visitor Services Associate's primary responsibilities ensure that we are visitor-ready every day we are open to the public, including:

- Opening and closing museum adhering to standard procedures, and being present in the museum during open hours, including during occasional evening programs
- Ensuring that policies and procedures designed to protect the museum, staff, volunteers and visitors are followed
- Keeping office staff apprised of museum happenings in real time via a chat app
- Maintaining an informative, safe, and welcoming experience for all visitors
- Developing a positive working relationship with volunteer docents and shopkeepers
- Filling in as a docent or shopkeeper when a volunteer is unavailable
- Responding to special needs of museum visitors
- Gathering audience data from visitors and maintaining attendance records for use in grant reporting
- Keeping museum and shop tidy, reporting anything amiss to office staff
- With caretaker and cleaning company, keeping bathrooms stocked and emptying garbage, sweeping, and handling light shoveling and salting in bad weather

Communications Responsibilities:

In addition to visitor services responsibilities, under the direction of the Visitor Services and Retail Manager and Executive Director the Visitor Services Associate will:

- Maintain online publicity via events calendars, Facebook, etc.
- Update contacts in ConstantContact
- Update museum's website
- Oversee the info@stickleymuseum.org general email account
- Distribute materials to local libraries, etc., and cultivate local outreach opportunities
- Provide prep for offsite outreach events as needed
- Provide administrative support, including Board Meeting prep and regular mailings

Development Responsibilities:

And under the direction of the Development Manager, the Visitor Services Associate will:

- Prepare and mail new member packets and renewals
- Enter gifts and memberships into Raisers Edge database and send acknowledgements
- Update Raisers Edge with new prospects and after mailings

Requirements:

- demonstrable interest in history, decorative arts or architecture, museum studies or tourism
- demonstrable experience in a public-facing role
- some experience in an office setting
- proficiency with Microsoft Office suite and other typical office software
- familiarity with social media

To Apply:

Please submit a resume and thoughtful cover letter to jobs@stickleymuseum.org or by mail to The Stickley Museum at Craftsman Farms, 2352 Route 10 West, Morris Plains, NJ 07950. The Stickley Museum at Craftsman Farms is committed to building a diverse staff and serving a diverse population, and encourages applications from all qualified parties.