

## **VISITOR SERVICES ASSOCIATE AT EPHRATA CLOISTER**

Ephrata Cloister Associates are seeking a part-time Visitor Services Associate. The Associates and their employees work alongside staff from the Pennsylvania Historical and Museum Commission who manage this Pennsylvania Trails of History Property. Ephrata Cloister is a significant National Historic Landmark and just recently was awarded their fourth accreditation from the American Alliance of Museums.

This position is 25 – 28 hours per week and the starting salary is \$15.00/hour. This Visitor Services Associate is an employee of the Ephrata Cloister Associates, reporting operationally to the Ephrata Cloister Historic Site Administrator, with any personnel matters to the Chair of the Ephrata Cloister Associates Personnel Committee, who reports directly to the Ephrata Cloister Associates Board of Directors.

### **Required Knowledge/Skill Sets**

- Understanding/knowledge of the mission of the Ephrata Cloister with experience working with volunteer desk/tour guides
- Excellent verbal and written communication skills
- Ability to welcome visitors to the site and lead tours in a professional, positive, and meaningful manner appropriate to a variety of age levels and learning styles
- Technical skills in computer knowledge, POS system, Microsoft Word, and social media platforms, such as Facebook, Instagram, and Twitter
- Creative ability to suggest new methods and approaches that complement the overall mission of the Ephrata Cloister
- Ability to work independently.
- Familiarity with the Personnel Manual (which will be given to employee)

### **Specific Responsibilities**

- Provide live and virtual guided tours to all visitors.
- Participate in school programming/special program interpretation and assist with programs/events, as needed.
- Welcome visitors to the site, explain tour options in concise manner, sell tickets for tours and special events using the POS system.
- Be familiar with Lancaster County area in order to direct visitors to main access highways for attractions/services.
- Answer telephone, take messages, and redirect phone calls as needed.
- Make group tour reservations, complete the necessary paperwork, and distribute for further processing.
- Start up and cash out the POS system.
- Work with and assist all staff in conjunction with the Site Administrator and ECA Board of Directors as well as volunteer guides/desk personnel and special event volunteers.
- Assist with light cleaning of gallery and bathrooms.
- Other duties as assigned.

### **Education/Qualifications**

- B.A. in History or American Studies preferred.
- Public Speaking experience
- Federal and Pennsylvania child protection clearances
- Ability to work as part of a team that includes volunteers.
- Familiarity with Lancaster County to direct visitors to main access highways for attractions/services
- Experience with Word Press and various social media outlets

### **Work Environment/Physical Demands**

- This is a 25-28 hour/week position, requiring some evening hours associated with special event programming
- Regular work hours (with some flexibility – see above) will be Wednesday through Sunday coinciding with site hours of operation.
- Must have the physical ability to lift up to 20 lbs.
- Must have valid driver's license.
- Will be required to have State Police, ChildLine and FBI Clearances