

Museum Services Associate Job Description

- 16-22 hours/week, depending on seasonal demands (22 hours weekly March through December; 16 hours weekly January and February)
- Starting at \$17.31/hour.
- Wednesday through Saturday coinciding with site hours of operation; 10 am to 4 pm with 30 minute lunch break

This Museum Services Associate is an employee of the Ephrata Cloister Associates and reports operationally to the Ephrata Cloister 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

- A passion for history
- Ability to communicate effectively, verbally and in writing
- 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
- Ability to work independently
- Creative ability to suggest new methods and approaches that complement the overall mission of the Ephrata Cloister
- Willingness to take direction and work in cooperation with staff and volunteers
- Post-secondary education preferred but not required

Specific Responsibilities

- Provide live guided tours to all visitors
- Participate in school programming/special program interpretation and assist with programs/events, as needed
- Assist in the creation and implementation of site programming
- Welcome visitors to the site, explain tour options in concise manner, sell tickets for tours and special events using the POS system
- Become 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
- Start up and cash out the Point Of Sales (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 in Museum Store, as needed
- Write monthly reports for ECA Board reflecting tasks accomplished
- Basic housekeeping, as directed
- Basic historical research to support educational programming

Education/Qualifications

- Public speaking experience
- Federal and Pennsylvania child protection clearances
- Ability to work as part of a team that includes volunteers
- General computer skills

Work Environment/Physical Demands

- Must have the physical ability to lift up to 20 lbs.
- Must be able to navigate narrow passages and irregular stairs in historic buildings