Guide and Visitor Services Representative

Available immediately.

The Nichols House Museum, in the heart of Beacon Hill, seeks an energetic, reliable, and customer service oriented Guide & Visitor Services Representative. As one of the public faces of the Nichols House Museum, the Guide & Visitor Services Representative must provide a hospitality-style form of customer service by being friendly, engaging, and above all, ensuring a memorable experience for our visitors. This position is ideal for those who love to share their passion for storytelling, ideas and/or history with the public, and is interested in one or more of the following areas:

- History and Historic Houses
- Museums
- Progressive era culture
- Women’s history
- Sociology and political science
- Craft and decorative arts
- Fine arts and art history
- Landscape architecture
- Storytelling

Position Responsibilities:

• Facilitate thirty minute tours by guiding visitors through the house and educating them on the history of the Nichols Family, the ideas that were important to them, our collection, and our programs and events. *** All Training will be provided.***
• Engage various audiences (including families, world travelers, and K-12 groups) with the museum’s story.
• Open and close the museum, including ensuring that the museum remains clean and the collection protected.
• Share a cursory knowledge about the surrounding neighborhood and attractions and answer visitor questions about same.
• Welcome and process visitors prior to tours.
• Track visitor numbers and demographics using an existing matrix.
• Suggest improvements in visitor service matters, as well as marketing materials and virtual presence to External Affairs Manager and Executive Director.
• Assist with occasional house and garden maintenance based tasks.
• Attend meetings as necessary.

Schedule:
The Educator & Visitor Services Representative works from 10:30 am to 4:30 pm on Saturdays with potential for additional hours as needed. This position requires a commitment to working at least two Saturdays per month.

Qualifications
• Outstanding customer service skills and a friendly smile.
• Mature and outgoing personality; must love talking with people!
• Interest in education, history, and/or museums.
• Ability to work in a fast-paced team environment.
• Reliability and professional appearance.

Salary:
This is an hourly position. The salary is $11.50 per hour.

To apply:
Send your current resume/ CV and a cover EMAIL indicating the reason for your interest in this opportunity to info@nicholshousemuseum.org.