



Job Title: Visitor Experience Associate (VEA) - Part Time

Department: Retail & Visitor Services

Reports to: Director of Retail & Visitor Services

Hourly Wage: \$15.00 per hour

History saved and preserved is the foundation for strong, vibrant communities and future generations. The Detroit Historical Society's mission is to tell Detroit's stories and why they matter. Founded in 1921, the Society has been bringing together diverse voices and communities around the stories of the region to find their place in the present and inspire the future for over one hundred years. Located in Detroit's cultural district, the Society administers and develops exhibitions and programming for the Detroit Historical Museum, the Dossin Great Lakes Museum on Belle Isle, and our Collection Resource Center at Historic Fort Wayne. The team cares for over 250,000 artifacts in its collection and relies on a staff of over sixty individuals to help continue to bring Detroit's vibrant stories to life.

Position Description

At the Detroit Historical Society, our Visitor Experience & Retail team assists with creating wonderful guest experiences and memories at our museums. The Visitor Experience Associate position provides a unique opportunity to engage with customers at the Detroit Historical Museum and the Dossin Great Lakes Museum, which showcase our expertly curated and locally themed gift shops. In this role you will demonstrate your exceptional hospitality skills, engage with our community, and learn the key principles of retail operations.

The Visitor Experience Associate (VEA) supports the Detroit Historical Society's mission, strategy, and DEAI goals by providing exceptional hospitality and visitor experiences to all individuals and groups visiting the museum. The VEA sells admissions, memberships and Museum Store merchandise, answers questions, and provides visitors with access to amenities.

Major Responsibilities

- Provide a warm and welcoming greeting, be friendly and approachable, and resolve conflict in a professional and courteous manner.
- Facilitate the daily sale of museum admission tickets, event and program tickets, and memberships.
- Ensure accurate processing of financial transactions, balancing of cash drawers, and preparation of deposits.
- Operate point-of-sale system with accuracy to ensure proper protocols, including correct software usage, accurate data capture, and consistent messaging/communication is made with guests.
- Sell and restock museum store merchandise, organize and rearrange store displays, replenish general store supplies as needed, and maintain cleanliness within the store.
- Assist with inventory intake, routine inventory and price checks, and packaging/shipping of online orders.
- Deliver inventory to different locations including Somerset Mall (Troy, MI) and local deliveries within Detroit.
- Stay up-to-date on product features, recommend appropriate products to customers, and maintain knowledge of how they relate to the collection and exhibitions of the Detroit Historical Museum/Dossin Great Lakes Museum.
- Deliver excellent customer service that helps to develop and cultivate strong buying relationships to achieve service and sales goals.
- Introduce promotions and opportunities to customers.
- Effectively and accurately provide information to guests regarding museum policies, exhibits, collections, special events and programs.
- Develop in-depth knowledge of museum operations, as well as its history, exhibitions, and membership program.

General Responsibilities

- Promote and process memberships and assist with membership mailings and database entry.
- Maintain work areas—front desk, gift store, employee break room and volunteer spaces.
- Monitor museum security cameras and perform routine walkthroughs of gallery spaces.
- Assist with exhibit opening and closing procedures.
- Attend meetings as required.
- Perform other duties as assigned, directed, or as required to facilitate Society business.

Required Qualifications for Successful Position Performance

- Basic knowledge of customer service best practices and possess excellent communication skills.
- Experience in cash handling and utilizing computerized point-of-sale systems with a high level of accuracy.
- Customer-focused and detail oriented with an ability to multi-task.
- Effectively communicate both verbally and in writing with customers and at all organizational levels, professionally and with emotional intelligence.
- Enjoys working with the public and is comfortable working with diverse populations, including and integrating all people and groups; respecting people from all backgrounds and cultures; understanding, accepting, and valuing differences between people.
- Willingness to work flexible schedules, including weekends and holidays.
- Ability to lift-up to 40 pounds with or without a reasonable accommodation.
- Valid driver's license and reliable transportation for deliveries.

Preferred Qualifications

- Experience with marketing and/or inventory management.
- Familiarity with Downtown and Midtown Detroit.
- First Aid/AED/CPR certification is a plus (can be obtained after hiring).
- Bi-lingual a plus.

Education and Experience

- High school diploma or G.E.D credential required.
- College or advanced education in hospitality is preferred.
- Minimum 1-year of retail experience or equivalent education & experience.

Compensation & Benefits

- Hourly Wage is up to \$15.00 per hour.
- Paid Parental Leave after 12 months of qualifying service in coordination with FMLA.

Candidates must have reliable transportation, be willing to undergo a criminal background check, and provide references (as needed/requested). **Please note the hourly wage prior to sending a résumé and cover letter to the Human Resources Department at humanresource@detroithistorical.org.** No phone calls, please.

EEO Statement

Detroit Historical Society is committed to the principles of equal employment. We respect diversity and accordingly are an equal opportunity employer that does not discriminate on the basis of actual or perceived race, color, creed, religion, national origin, ancestry, citizenship status, age, sex or gender (including pregnancy, childbirth, related medical conditions and lactation), gender identity or gender expression (including transgender status), sexual orientation, marital status, military service and veteran status, disability, genetic information, height, weight, or any other status protected by federal, state, or local laws and ordinances. The Organization is dedicated to the fulfillment of this policy in

regard to all aspects of employment, including, but not limited to, recruiting, hiring, placement, transfer, training, promotion, rates of pay, and other compensation, termination, and all other terms, conditions, and privileges of employment.