

## **POSITION IMMEDIATELY AVAILABLE**

Art & History Museums – Maitland (A&H) seeks an energetic, friendly individual for Experiences Assistant to provide quality guest services to exhibition visitors and program participants each weekend.

### **INSTITUTION OVERVIEW**

Art & History Museums - Maitland (A&H) engages the public by educating, collecting, preserving, interpreting, exhibiting and promoting art and history, inspired by Maitland's heritage and the legacy of Jules André Smith. Through a unique architectural environment and inspirational programming, A&H stimulates thought, sparks the imagination, enriches the spirit, and fosters appreciation in art, history and preservation. A&H provides an immersive cultural heritage experience throughout its two historic campuses serving children, adults, artists and historians. Activities include artist residencies, artists' studios, contemporary art exhibits, professional art instruction, interactive history exhibitions, hands-on history programs, lectures, films, special events, and more.

In partnership with the City of Maitland, A&H currently operates five museums: the Maitland Art Center, the Maitland History Museum, the Telephone Museum, the Waterhouse Residence Museum and the Carpentry Shop Museum. The Maitland Art Center, originally known as "The Research Studio," is greater Orlando's only National Historic Landmark.

### **JOB SUMMARY**

The Experiences Assistant supports department wide efforts to provide quality experiences for weekend guests visiting the museums, as well as assisting with educational programs and leisure activities.

### **DUTIES**

- Work with the Director of Experiences to plan, implement and evaluate guest services;
- Process admission sales, retail sales, program/activity fees, membership sales and donations, utilizing available equipment and technology;
- Provide guests with interpretive tours of the historic sites, as well as relevant information about the institution, the historic sites, the exhibitions and programs, and the community;
- Assist with maintaining the museum shop, including stock inventory, product research and acquisition;
- Monitor the facilities to ensure the safety of guests, as well as the artifacts and artwork;
- Collaborate with all staff for special needs of all budgeted projects and activities;
- Cooperate with volunteers to achieve goals and objectives for tasks assigned;
- Maintain all physical files, digital files and databases related to tasks assigned; and
- Complete additional duties as assigned by the Director of Experiences or the Executive Director.

## **QUALIFICATIONS**

- Knowledge of and experience with guest service methods and tools desired, including point-of-sales (POS) systems and customer relationship management (CRM) systems;
- Superior written, verbal, and interpersonal communication skills;
- Outstanding problem solving skills, and presentation skills;
- The ability to achieve results with nominal supervision;
- Excellent attention to detail;
- A team player with a strong work ethic who can develop a positive and highly productive work environment while maintaining flexibility;
- Ability to successfully interact and collaborate with key stakeholders to achieve results;
- Ability to prioritize, multi-task efficiently and respond to a high volume of ongoing requests in a timely fashion to meet deadlines;
- Ability to continually develop skills related to use of rapidly changing technology and communications best practices;
- Ability to adapt and be flexible in a dynamic work environment;
- Demonstrates success in working with a culturally diverse community;
- Proficient computer skills, including e-mail, Internet, and Microsoft Office, such as Word and Excel;
- Physical ability to lift objects weighing up to forty pounds (40 lbs.) and to sit up to ninety percent (90%) of the work day;
- Must be available weekends (Saturdays and Sundays) on a rotation schedule during museum open hours, as well as a flexible schedule that includes some weekday evenings;
- At least one (1) year related professional experience; and
- A minimum of a high school diploma from an accredited secondary school required, some college experience preferred.

## **HOW TO APPLY**

Apply in confidence via email to [HumanResources@ArtAndHistory.org](mailto:HumanResources@ArtAndHistory.org). Please send cover letter, résumé (.pdf preferred), and names of three references with contact information. In cover letter, please address guest service experience in relation to primary position duties. Review of applications will remain open until the position is filled. Please, no phone inquiries. Art & History Museums – Maitland is an equal opportunity employer.

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