

Visitor Services Coordinator
The Massachusetts Historical Society

The Massachusetts Historical Society is hiring a new full-time Visitor Services Coordinator. Founded in 1791, the MHS is America's oldest historical society. As a special collections library dedicated to public history work, the MHS is open to researchers and visitors from all backgrounds, regardless of academic affiliation or specialty. In addition to its collections, library, publications and editing work, the MHS provides research fellowships, hosts seminars, runs teacher workshops, hosts conferences, and presents exhibits, book talks, panel discussions, and other events to which the public are welcome.

The Visitor Services Coordinator (VSC) team contributes greatly to the experience of visitors to the MHS, welcoming all guests and ensuring the safety and security of staff, visitors, and the Society's collections. The VSC is the first point of contact for visitors to the MHS and is expected to provide a welcoming and friendly first impression. The role provides information and assistance to visitors and guests regarding exhibitions, programs, events, activities, and facilities within the Society. This position also assists with safety and security of visitors and collections by monitoring our visitor management software and CCTV system.

Work schedule: This position staffs the Visitor Services desk Monday through Friday with a mix of 8:00 AM to 4:00 PM and 10:00 AM to 6:00 PM hours. Visitor services staff cover Tuesday evenings until 8:00 PM and evening programs at the building. The evening hours will be shared equally between the full-time VS staff. This is a full-time, 100% on-site position.

Onsite/Offsite Work Expectations: This is an in-person position. There is no remote work option.

Responsibilities:

The VSC team leads the daily operations of the admissions desk by greeting and directing visitors, routing telephone calls, and monitoring deliveries with a focus on customer service, organization, and efficiency. The VSC team staffs the desk during typical building hours as well as during evening events.

The VSC works with the VP for Programs and External Affairs, Assistant Director of Communications, Communications Manager, and programming staff members to promote programs and events put on by the MHS. The VSC assists with event registration, implementation of programs, and ensuring that policies and procedures are adhered to.

The VSC assists as needed with maintaining the Society's social media presence. Working with the Development team, the VSC helps to promote membership and train other VS staff on Altru or similar customer management system(s).

The VSC is responsible for providing initial and follow-up training of VS procedures and software for VS and LRS staff. This position maintains VS policies and procedures (e.g.: event management and promotion, meetings, parking, shift changes). This includes updating the VS manual with guidance from the Director of the Library and the Assistant Director of Communications.

The VSC:

- Welcomes all visitors and guests in a professional and friendly manner

- Maintains the security of the building by keeping accurate records of visitors' arrivals and departures and reasons for visits through our visitor management software, controlling traffic in and out of the lobby and enforcing security policies
- Provides general and accurate information about the Society, its exhibitions, programs, and events
- Provides appropriate assistance to visitors with specific needs
- Generates monthly visitor reports (including details such as total number of visitors, how they heard about the MHS, area of origin, etc.)
- Effectively handles visitor complaints, including receiving and recording visitor feedback.
- Answers the telephone and directs calls to the appropriate staff members
- Assists with evacuation procedures in the event of an emergency
- Works with security officer(s) in monitoring CCTV and access control systems
- Works with executive team to enforce policies regarding communication around meetings, parking, and visitors
- Maintains well-stocked and tidy supplies of MHS brochures, calendars, and other relevant collateral
- Assists with maintaining the Society's social media presence
- Assists with administrative work
- Assists with other projects as needed

Requirements:

- Must enjoy working with the public, meeting new people, partnering with volunteers
- 2-5 years of experience working with a diverse public in a customer service, visitor services, or similar position
- Strong planning and organization skills with ability to prioritize and multi-task
- Broad general knowledge and interest in American history, local history, the community, and visitor services
- Must possess good communication skills
- Able to work as part of a team
- Ability to assess and anticipate needs and be a flexible problem solver
- Ability to consistently enforce policies and procedures
- Proficiency with Microsoft Office Suite
- Completion of college degree and knowledge of visitor management software and point of sale system preferred

Compensation, benefits, and time off:

This is a benefitted, full time, hourly position that pays \$19.00/hr-\$21.00/hr depending on experience. The MHS has an annual performance management process that includes cost of living adjustments and the potential for merit pay increases. There is no vesting period for benefits: health, dental, and vision insurance are available as of the first day of work. The MHS offers pre-tax medical, dependent care, commuter, and parking savings plans. Our 403(b) includes up to a 4% match depending on employees' contributions.

The MHS observes 13 holidays per year. Employees earn two personal days upon hire. Vacation time accrues immediately; full time employees in their first year can earn three weeks of vacation time. All MHS employees have unlimited sick time.

How to apply:

Interested candidates should send their resume and cover letter to the Director of Human Resources, Erika Barrie, at erikabarrie@masshist.org. Candidates desiring hybrid work are advised that this position is fully on-site. Hybrid or remote work is not available.

Hiring requirements:

Candidates who are selected as finalists will undergo a reference check; candidates offered the position will be subject to a criminal background check, and must present proof of eligibility to work in the United States and proof of COVID-19 vaccination and up-to-date booster shots on their first day of work. The successful employee must be a resident of a New England state on their first day of work, and residency in New England is a condition of continued employment.