Come join our Visitor Services team! The Massachusetts Historical Society (MHS) seeks a full-time Visitor Services Coordinator (VSC) to greet visitors and provide a rich overview of multiple facets of the Society’s resources. As the first point of contact for visitors to the MHS, the Visitor Services (VS) team provides a welcoming and friendly first impression, offers information and assistance regarding exhibitions, programs, events, activities, and facilities within the Society, and assists with safety and security of visitors and collections.

Founded in 1791, the Massachusetts Historical Society is an invaluable resource for American history, life, and culture. Its extraordinary collections tell the story of America through millions of rare and unique documents, artifacts, and irreplaceable national treasures. Its collections are accessible to anyone with an interest in American history. Beyond research, the MHS offers many ways for the public to enjoy its collections including engaging programs, thought-provoking exhibitions, publications, seminars, and teacher workshops.

This position staffs the Visitor Services desk Tuesdays to Saturdays. Typically, this position staffs the desk Tuesdays from 12:00 PM to 8:00 PM; Wednesdays and Thursdays from 10:00 AM to 6:00 PM; Fridays from 8:00 AM to 5:00 PM; and Saturdays from 8:00 AM to 3:30 PM. Visitor services also covers evening programs at the building.

Duties: The visitor services team leads the daily operations of the admissions desk with a focus on customer service, organization, and efficiency. The team is responsible for answering the telephone and routing calls to the appropriate staff members, monitoring deliveries, providing assistance to visitors with specific needs, assisting with administrative work, handling visitor complaints, and receiving and recording visitor feedback. The VS team is responsible for providing initial and follow-up training of VS procedures and software for VS and LRS staff. The team maintains VS policies and procedures (e.g.: event management and promotion, meetings, parking, shift changes, social media). The VS team helps to promote programs and events put on by the MHS and assists with event registration, implementation of programs, and ensuring that policies and procedures are adhered to. The VS team assists with maintaining the Society’s social media presence. The team assists with other projects as needed. 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 arrival and departure 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 MHS, its exhibitions, programs, and events
- Provides appropriate assistance to visitors with specific needs
- Generates monthly visitor reports
- 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 in monitoring CCTV and access control systems
- Works with executive team to enforce policies regarding communication around meetings, parking, and visitors
- Maintains well-stocked supplies of MHS brochures, calendars, and other relevant collateral
- Assists with maintaining the Society’s social media presence
- Assists with administrative work and other projects as needed

Requirements: The successful candidate is a people-oriented individual who enjoys meeting, engaging with, and assisting a variety of groups and people from different backgrounds and experiences. A background working with a diverse public in a visitor service, customer service, or similar position is strongly preferred. Broad general knowledge and interest in American history, the community, and visitor services is a plus. The strongest candidates will demonstrate:

- Good written and verbal communication skills.
- Strong planning and organization skills.
- The ability to assess and anticipate needs and be a problem solver.
- The ability to consistently enforce policies and procedures.
- Proficiency with Microsoft Office applications.

Broad general knowledge and interest in American history, the community, and visitor services is strongly preferred; familiarity with visitor management software and Square (or similar point of sale system) is preferred.

Compensation and Benefits: This is a non-exempt position with an hourly rate of $19.25/hour. The MHS offers a generous benefits package including:

- Medical, dental, and life insurance
- Medical and dependent care flexible spending accounts
- Vacation starting at 15 days, plus 12–14 holidays per year.
- Unlimited sick time
- Retirement benefits with an employer match of up to 4%
- Pre-tax commuter benefits and a monthly public transportation incentive
- Reciprocal entrance to local cultural institutions

Application procedure: E-mail a cover letter, brief resume, and names of three references to MHS Director of Human Resources Erika Barrie at ebarrie@masshist.org. No phone calls please.

Pre-Hire Requirements: The MHS requires proof of a vaccination and up-to-date boosters for COVID-19 for all employees. As part of its offer process, MHS will conduct a reference and criminal background check for any finalist. We are not able to sponsor visas.

The MHS is an equal opportunity employer.
We aim to be a diverse workforce that is representative, at all job levels, of the citizens we serve. Candidates of all backgrounds are welcomed and encouraged to apply. We are committed to creating a workplace free from harassment and discrimination on the basis of race, color, ancestry, religious creed, gender identity and expression, national or ethnic origin, sex, sexual orientation, pregnancy, age, genetic information, disability, military or veteran status, or any other category protected by law (also known as membership in a "protected class"). We offer a competitive benefits package and salary commensurate with experience.

Candidates in need of accommodation in the application process should reach out to our human resources department with inquiries.

Nothing in this job description restricts management’s right to assign or reassign duties and responsibilities to this job at any time.