

Visitor Center Manager
Seasonal Staff Position Descriptions
1.25.17

Trainings: April 8th, 15th, 22nd

Start Date: April 17th 2017

End Date: November 5th 2017

The Thomas Cole National Historic Site seeks a full-time seasonal Visitor Center Manager to run the visitor center from April 23 through November 5, 2017. Schedule for this position may require weekends. Pre-Season Trainings are held at the Thomas Cole Site on Saturdays April 8, 15 and 22 (9am to 12pm). The position offers the opportunity to join a dynamic team at a beautiful historic site in Catskill, New York, in the scenic Hudson Valley.

Responsibilities:

Welcome visitors and operate the Visitor Center

- Open and close the Visitor Center (VC)
- Sell tickets and merchandise
- Provide orientation information to visitors
- Operate point-of-sale software and cash register

Maintain the Visitor Center

- Straighten up the shelves and tables of merchandise hourly to ensure a neat and professional store environment
- Print out bar code labels and sticker new merchandise on an as-needs basis.
- Restock the shelves and reorder merchandise on an as-needs basis
- Be sure bathrooms are in working order and are tidy, and restock as needed
- Prepare and submit a weekly spreadsheet showing incremental increases in sales from week to week

Maintain merchandise and records

- Create and maintain purchase orders
- Maintain the basement storage system

Suggest new merchandise

- Become familiar with the TCNHS Interpretive Plan, touring content, and visitor experience philosophy, and recommend merchandise that would be appropriate for the VC
- Attend other museums/house museums, and HRS exhibitions as you are able to. Look at the products for sale at these shows for possible ideas for the VC

- Be receptive to suggestions for new product from visitors and staff members
- Go through catalogues that vendors send us to identify new product
- Obtain free samples, if possible, from potential new vendors to get an idea of what something will look like, taste like, sound like, etc.
- Be aware of the TC mission and the compatibility of any new product idea with the profile of the VC

Qualifications: The position requires the following: A natural ability and comfort with speaking in front of a group, a passion for learning about history, and the desire to communicate this knowledge and passion with others. The candidate must be a team player that enjoys being with people and can handle many different kinds of situations with a smile. It is critical that the candidate be punctual, reliable, and responsible, as well as open to feedback and new ideas. Retail or customer service experience and proficiency with computers preferred. The position requires moderate physical activity including climbing stairs and moving about the historic site in hot summers and cool spring and fall weather.

To apply: Please submit a resume and cover letter to the education manager, Heather Paroubek via email: hparoubek@thomascole.org. No phone calls please. Deadline to submit is March 17, 2017.

The Thomas Cole National Historic Site preserves and interprets the home and studios of Thomas Cole, the founder of the Hudson River School of painting, the nation's first major art movement. Cole's profound influence on America's cultural landscape inspires us to engage broad audiences through educational programs that are relevant today. The Thomas Cole Historic House is an independent non-profit organization and an affiliate of the National Park Service.