

Visitor Services Associate Seasonal Staff Position Descriptions 3.18.18

Start Date: April 27th 2018
End Date: Oct 31st 2018

The Thomas Cole National Historic Site seeks a part-time or full-time Visitor Services Associate to greet visitors, sell admission tickets and gift shop products, serve as an exhibition gallery attendant, and participate in other visitor-centered activities. This is a seasonal position, from April through October; schedule includes weekends. Pre-season trainings will be held at the Thomas Cole Site on Saturdays in April. Join a dynamic team at a beautiful historic site in Catskill, New York, in the scenic Hudson Valley!

Responsibilities:

- Open and close Visitor Center
- Greet and orient visitors to the site; answer questions about tours, events, membership, and the surrounding area of Catskill
- Answer phone calls and forward messages as necessary
- Operate cash register and online ticketing system for sales and reservations
- Answer gift shop customer questions and provide information on products
- Assist Visitor Center Manager in maintaining a full inventory of products, updating displays, stocking shelves, and keeping the shop and desk area neat
- Keep informed about programs and products, and communicate this information to visitors
- Help staff occasional special events
- Perform other duties as assigned

Qualifications: This is a service-oriented position that requires excellent interpersonal communication skills, a passion for learning about history, and a basic understanding of retail sales principles. The candidate must be able to maintain a professional demeanor and handle a variety of situations with a smile. It is critical that the candidate be punctual, reliable, responsible, and open to feedback and new ideas. Retail or customer service experience and proficiency with computers is required. 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 Visitor Center Manager, Rachel Stults via email: rstults@thomascole.org. No phone calls please. Deadline to submit is April 15, 2018.

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.