

Host/ Hostess Position Description

Title: Host or Hostess

Function: Greets visitors of the Noah Webster House & West Hartford Historical Society and orients them to the museum prior to their tour with an historical interpreter or via tablet.

Responsible to: Visitor Services Manager

Primary responsibilities:

- Ready the Visitor's Center for visitors (put out flag and sign, prepare front desk, turn on lights, and ensure exhibits are in good condition)
- On weekends, answer the gift shop phone and assist callers
- Greet visitors and collect admissions
- Assist with museum shop sales
- Coordinate with historical interpreter to ensure visitor tours run smoothly
- Operate orientation video
- Schedule work shifts one month in advance, report for duty as scheduled, and communicate with staff member on duty if unable to work shift.

Other responsibilities many include:

- Helping with museum mailing and other jobs during shift, if desired

Qualifications:

- Strong communication and interpersonal skills
- Exhibit professional manner and dress at all times
- Ability to work as a team player; uphold the mission of the Museum; abide by the stated rules, regulations and procedures of the Museum.
- Enjoy working with people
- Reliable
- Ability to learn to use cash register

Time required:

- Must be available at least three hours per month (one shift) to receive full benefits.

The Museum is currently open every day from 1-4 p.m. Hours may change in the coming year.

The museum is always closed on major holidays and the first five weekdays of January.

Training: Training will be provided by the Visitor Services Manager. On-going training sessions will be available as needed.

Benefits: 10% discount in museum shop; Museum member rate on Noah Webster House programs; invitation to volunteer parties and trips; use of museum library and microfilm collection. Access to free passes to select local museums.