Job Posting, Museum of Early Trades & Crafts

Patron Services Associate, P/T

The Museum of Early Trades & Crafts (METC), a New Jersey history museum exploring the early technology, trades and crafts of the 18th and 19th centuries, seeks a **Patron Services Associate** to join our team. The **Patron Services Associate** is a front of house position working directly with museum visitors while assisting the museum's administrative team with other occasional duties.

This position is suited for anyone looking to obtain experience in a history museum, college or graduate students, or post-career professionals seeking new opportunities. This is a part-time position, scheduled on Sundays from 12-5, and occasional Saturdays and weekdays as needed, with an expected start date of mid-October. Compensation is $17.00/hour.

Responsibilities

- Visitor admissions and museum store:
    - Staff the museum's admission desk, greeting all visitors
    - Process admission and museum store transactions
    - Provide information to visitors regarding the museum, events, and exhibits
    - Maintain visitor attendance log and guest records for reporting
    - Promote membership benefits to the public
- Main Reception:
    - Answer phone and in-person inquiries, or direct to appropriate staff
    - Maintain stock of any marketing and brochure materials for the public
    - Ensure galleries are visitor ready
    - Assist in any setup/preparation for programs and events
    - Keep the reception area and museum store neat and organized
- Other Department Activities:
    - Aid in tasks related to exhibits, collections data entry, and research
    - Assist with routine mailings (newsletters, annual appeal, etc.)
    - Assist with prep and set-up for education programs
    - Facilitate other weekend and evening programs as needed

Qualifications

- Prior experience working in a museum, history or cultural arts community, or non-profit field preferred
- Experience with Microsoft Office (Excel, Word) and Google Suite (Gmail, Calendar, Sheets)
- Ability to effectively communicate to maintain positive working relationships with co-workers, board members, volunteers, and the general public
- Strong interpersonal skills; must be team-oriented but also capable of working independently under minimum supervision
- Prior experience with retail or a customer service positions a plus

- A passion for sharing and learning about New Jersey history

Physical Requirements
This position requires walking or standing at times. Physical demands associated with the essential functions include lifting package deliveries, occasionally moving tables or chairs, and ability to navigate stairs.

Equal Opportunity Employer
The Museum of Early Trades & Crafts is dedicated to the principles of equal employment opportunity in any term, condition, or privilege of employment. We do not discriminate against applicants or employees on the basis of age, race, sex, color, religion, national origin, disability, sexual orientation, or any other reason.

Qualified Applicants
Please send a cover letter and resume in pdf format via email to operations@metc.org with "Patron Services Associate" in subject line.