

MID-HUDSON DISCOVERY MUSEUM

Position Announcement Museum Associate

Posting date: March 9, 2023

The Mid-Hudson Discovery Museum (MHDM) is seeking a friendly, outgoing and motivated individual to join our Guest Experience team. Must be capable of delivering legendary customer service to diverse audiences.

As Museum Associate, you will help to ensure welcoming experiences for Mid-Hudson Discovery Museum guests by welcoming guests, processing admissions, selling Museum memberships, answering phones, answering basic guest questions and/or directing inquiries to appropriate staff.

You will support Museum operations by opening and closing the Museum, assist with group visits, birthday parties, special events, and assist in, or present science demonstrations as needed. Additional duties include restocking exhibit areas, performing general Museum cleaning, and participating in other projects as assigned.

NOTE: This position is part-time; 15-20 hours/week with potential to increase hours to 25-30 hours during holiday periods and in the summer. Weekend, holiday and evening availability is required. Training is provided.

This is an entry level position with opportunities for advancement based on skill set and performance.

Bilingual (English/Spanish) applicants are especially encouraged to apply.

***The Mid-Hudson Discovery Museum is an Equal Opportunity Employer
with a passionate commitment to diversity, equity, and inclusion.***

Application Instructions for the Position of Museum Associate

We welcome your application for the position of Museum Associate at the Mid-Hudson Discovery Museum of Poughkeepsie, NY.

We will consider applicants seeking part-time (15-20 hours/week) employment. This position does not include Mid-Hudson Discovery Museum benefits.

TO APPLY: Include the following four items with your application:

- Cover letter
- Resume
- 1 page bullet-list summary that explains how your previous experience supports each of the duties and responsibilities listed in the position description
- List of 3 references. Please provide the affiliation, day and evening phone numbers, mailing address, and email address for your references. (*Do not send letters of reference – we will contact references directly.*)

Please e-mail your application as a Word or pdf file to jobs@mhdm.org. Please email your application as an attachment. (Do not send your cover letter or other parts of your application embedded in the text of an email message.)

Thank you for your interest in the Mid-Hudson Discovery Museum. We look forward to reviewing your application!

MID-HUDSON DISCOVERY MUSEUM POSITION DESCRIPTION

Title: Museum Associate

REPORTS TO: Guest Services Manager

MAIN FUNCTIONS:

Provide legendary customer service to Museum guests.

Welcome guests, process admissions, sell Museum memberships, answer phones, answer basic guest questions and/or direct inquiries to appropriate staff.

Support Museum operations by opening and closing the Museum, assist with group visits, birthday parties, special events, and assist in, or present science demonstrations as needed. Also, restock exhibit areas, performing general Museum cleaning, and participate in other projects as assigned.

EXPERIENCE AND SKILL REQUIREMENTS

- Upbeat and positive attitude, with enthusiasm for the Mid-Hudson Discovery Museum and for ensuring excellent and memorable experiences for Museum guests
- Demonstrate ability to provide “legendary customer service” and show excellent judgment in interpersonal interactions
- Ability and desire to learn new things quickly and to perform repetitive tasks with high degree of care and accuracy
- Able to follow through on tasks and to seek assistance from appropriate staff members
- Ability to communicate effectively with a wide variety of audiences
- Able to multi-task and to remain calm and courteous under pressure
- Able to take direction and show initiative

WORKING CONDITIONS:

- Family-friendly, hands-on (and sometimes messy!) museum environment. Usually high energy and busy, but can also have slow periods.
- Must be willing and able to handle frequent interruptions in order to enhance the experiences of individual Museum guests
- Must be able to lift and move 30 pounds (folding tables, incoming mail, boxes of supplies, etc.)

- Must have the physical endurance and willingness to work on feet for a significant portion of each day

TIME COMMITMENT:

This position is part-time; 15-20 hours/week with potential to increase hours to 25-30 hours during holiday periods and in the summer. Weekend, holiday and evening availability is required. Weekend, holiday and evening availability is required.

The Mid-Hudson Discovery Museum is open:

Tuesday through Saturday 9:30 am - 5:00 pm

Sunday 11:30 pm - 5:00pm

Plus:

Select Holiday Mondays 9:30 am - 5:00 pm

Mondays in July and August 9:30 am – 5:00 pm

Select evenings 5:30 pm – 8:30 pm

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