



On-Call Visitor Services Representative

The National Museum of Toys and Miniatures is seeking flexible and detail-oriented candidates to fill the On-Call Visitor Services Representative role, which provides support when regular Visitor Services Representatives are unavailable and/or when additional Visitor Services staff is needed.

Position Overview

This role supports the Museum's mission by offering exceptional hospitality and ensuring an outstanding visitor experience. The On-Call Visitor Services Representative will assist with admissions, Museum Store merchandise, and general visitor inquiries.

Duties and Responsibilities

- Process admissions, membership sales, and Museum Store transactions; assist with merchandising, restocking, and receiving orders.
- Serve as a welcoming presence, delivering friendly and informed visitor service.
- Answer questions about the Museum and collection and offer general guidance to visitors.
- Follow procedures to open and close the Museum and maintain visitor amenities.
- Ensure the cleanliness and organization of the front desk, public spaces, interactives, gallery surfaces, and volunteer areas.
- Preserve visitor safety and the security of the Museum Store and galleries.
- Perform additional duties as needed.

Shift Details

This is an on-call, non-benefit-eligible position. On-call visitor Services Representatives will be contacted to cover shifts with as much notice as possible, though some same-day requests may arise. Training will be provided to ensure familiarity with the Museum's procedures and standards. This is an on-call position with availability primarily needed on weekends (Saturdays and Sundays from 9:00 AM - 4:30 PM) and additional possible hours on weekdays (Monday, Wednesday, Thursday, and Friday from 9:00 AM - 4:30 PM) as needed.

Minimum Qualifications

- High school diploma or equivalent, with at least 3 years of relevant experience.

Preferred Qualifications

- Minimum of 2 years in cash handling, retail, or customer service.
- Proficiency in operating a PC, Point of Sale (Clover) systems, and basic Windows software (e.g., Microsoft Office).
- Comfort with public speaking and interest in cultural or educational organizations.

Physical Requirements

- Ability to sit, stand, and walk for extended periods.
- Requires bending, kneeling, and lifting up to 30lbs unassisted.
- Regular dusting and cleaning of glass, plexiglass, and other surfaces.

Compensation

\$15.00 per hour, based on experience, education, and internal equity.

Application

This position will remain open until filled, with applications reviewed immediately.

Apply by sending your letter of interest, resume and schedule of availability to Mandy Farrow, Lead Visitor Services Representative at

farrowma@toyandminiaturemuseum.org