

Mennonite Life
JOB DESCRIPTION

TITLE: Visitors Center Associate

FTE: Various: approx. 2 - 3 days/week mid-Mar through Dec, and approx. 1 day/week Jan through mid-Mar

CLASSIFICATION: Non-exempt, part-time, hourly

REPORTS TO: Administrator

SUMMARY: Ensures positive customer experience by welcoming and connecting guests with learning opportunities about Mennonites, Amish, and the Biblical Tabernacle, including opportunities on both Mennonite Life campuses.

ORGANIZATIONAL EXPECTATIONS:	
1.	Supports the mission, vision, and guiding values of Mennonite Life
2.	Respects the dignity, honor, and diversity of all persons
3.	Functions as a positive team member
4.	Demonstrates flexibility and openness to adapting to change
5.	Ability to think strategically and see the big picture as well as carefully attend to details
6.	Friendly interpersonal skills with a focus on internal and external customer service
REQUIRED QUALIFICATIONS:	
1.	Ability to provide excellent customer service
2.	Ability to recognize and follow established procedures and protocols
3.	Warm, friendly, outgoing approach to interacting with people
5.	Ability to work up to 2 Saturdays per month
6.	Minimum education: high school diploma or General Education Degree (GED)
7.	Ability to speak, read, and write English
8.	Successfully pass all child abuse clearances
9.	Familiarity with Mennonite and Amish life in Lancaster County, as well as general broader knowledge of these groups' history and cultures
ESSENTIAL DUTIES/RESPONSIBILITIES:	
1.	Answer visitors' questions about Mennonites, Amish, and the Biblical Tabernacle
2.	Introduce guests to what they can do and see on Mennonite Life's two campuses
2.	When guests ask for general tourist info not connected with Mennonites, give a few basics and refer them to Discover Lancaster or another provider with a mission for general info
3.	Host groups experiencing the Biblical Tabernacle, as requested
4.	Ensure excellent customer experience through friendly engagement. At the same time, maintain appropriate boundaries so that guests behave safely and respectfully on our campus.
5.	Proactively help visitors find what they want in the museum store
6.	Assist Retail Specialist in stocking and maintaining visual aesthetics of museum store
7.	Complete other duties as assigned