



NIAGARA FALLS UNDERGROUND RAILROAD HERITAGE CENTER

Visitor Experience Specialist

Hours: 20 – 30 hours/week

Salary: \$18.00/hour

Status: Non-exempt

The Niagara Falls Underground Railroad Heritage Commission, Inc. is an Equal Opportunity Employer. We align with the American Alliance of Museums' position that diversity, equity, accessibility, and inclusion in all aspects of museum structure and programming are vital to the future viability, relevance, and sustainability of museums.

Background:

The mission of the Niagara Falls Underground Railroad Heritage Center is to reveal authentic stories of Underground Railroad freedom seekers and abolitionists in Niagara Falls and to inspire visitors to recognize modern injustices that stem from slavery and to take action toward an equitable society. The Heritage Center is an experiential museum operating every Tuesday through Sunday. We offer self-guided tours, facilitated guided tours, school field trips, and numerous public programs throughout the year.

Through meaningful interpretive experiences, engaging public programs, services and events, we expand each visitor's understanding of and appreciation for the Underground Railroad in Niagara Falls and the enduring impact of slavery in the United States.

Position Summary:

The Visitor Experience team is the public face and front line staff for the Niagara Falls Underground Railroad Heritage Center. This role has three essential functions: to guide visitors and interpret history; to assist our visitors in a professional manner; and to support the museum through administrative tasks.

A successful candidate will have a love of history and a passion for social justice, will feel confident and comfortable providing educational experiences to visitors of different backgrounds, and will be able to complete detail-oriented tasks.

Essential Responsibilities:

- Guide and interpret:
 - Provide educational content to guests with accurate, interesting, and pertinent historical information about the Underground Railroad in Niagara Falls in an engaging, timely, and articulate manner through guided tours and visitors.

- Train in and implement a conversational facilitated dialogue with patrons, meeting them where they are and providing an impactful experience.
- Assist Visitors:
 - Ensure the success of the museum by greeting visitors, selling tickets and memberships, collecting data about and compiling feedback from visitors.
 - Answer visitor questions in person and via phone, and direct visitor inquiries to the appropriate staff member.
 - Create a positive learning environment for visitors of all ages and backgrounds by being hospitable, approachable, and professional in appearance and demeanor.
 - Assist with retail management, social media, program development, special tours, public programs, and other projects as needed and desired.
 - Assist with the implementation of emergency procedures when necessary to ensure safety for our guests, colleagues, historic structure, exhibits, and collections.
- Administrative Tasks:
 - Receive and process admission and sales payments and reports.
 - Record visitation data; provide daily visitation and accounting reports.
 - Assist with the daily opening, closing, retail components, and security of the Heritage Center.
 - Assist with oversight of the reception area, retail shop, and galleries, keeping them clean, orderly, and safe for visitors.

Minimum Qualifications:

- A passion for social justice.
- Interest in Niagara Falls history and African American studies.
- Demonstrated ability to work with a diverse group of colleagues and with visitors from diverse cultures and life experiences.
- Excellent interpersonal and communication skills.
- Responsible, flexible, punctual, detail-oriented and able to work well under pressure.
- Ability to take initiative and work creatively and effectively as a member of a team.
- Bilingual applicants are encouraged.

Special Requirements:

- Must be able to stand/walk for long periods on varying surfaces, inside and outside, and in a variety of conditions.
- Must be available to work frequent weekends, evenings, and holidays.

Qualified candidates should submit a **resume and cover letter** highlighting the Minimum Qualifications to:

Ally Spongr, Interim Director and Kiara Santiago, Public Programs Coordinator

ally@niagarafallsundergroundrailroad.org , kiara@niagarafallsundergroundrailroad.org or 825 Depot Ave. West, Niagara Falls, NY 14305

For more information on the Niagara Falls Underground Railroad Heritage Center and Area, please visit <http://niagarafallsundergroundrailroad.org/>.