



LITCHFIELD HISTORICAL SOCIETY

MUSEUM | INGRAHAM LIBRARY | TAPPING REEVE HOUSE | LITCHFIELD LAW SCHOOL

Visitor Services Coordinator

Litchfield Historical Society – Litchfield, CT, US

Pay Rate: \$23/hr

Position Title: Visitor Services Coordinator

Status: Part-Time, Year-Round (20-25 hrs/week)

Anticipated Schedule: Monday – Friday, 9am – 3pm

Supervisor: Executive Director

Purpose:

The Visitor Services Coordinator of the Litchfield Historical Society (LHS) plays an active role in creating a range of successful touchpoints between the public and LHS. As a public facing position, the Visitor Services Coordinator promotes an efficient, friendly atmosphere and successfully works with staff, volunteers, and the general public. Duties include Volunteer Program coordination, Museum Shop oversight, support for the promotion and tracking of LHS's programs and initiatives, donor database maintenance, and administrative support.

Qualifications:

Education, Experience, and Knowledge

- Interest in history and museums.
- High School diploma, or equivalent, required. Bachelor's or advanced degree a plus.
- Experience with managing volunteers desirable.
- Knowledge of, or willingness to learn, marketing and graphic design principles and skills.
- Experience with, or willingness to learn, retail strategies and oversight.

Skills and Abilities

- Strong interpersonal and communication skills, verbal and written.
- Desire to interface with visitors and volunteers.
- Ability to work comfortably with donor database and design programs.
- Experience with Adobe Creative Suite, Canva, Excel, and eTapestry a plus.
- High level of initiative, independence, flexibility, and aptitude to work as a team player.
- Appreciation of the organization's mission and desire to play an active role in achieving it.
- Ability to successfully manage time and move smoothly between overlapping tasks.

Key Responsibilities:

As a small, non-profit, LHS is team-oriented and collaborative. All staff contribute to the overall success of the organization and its daily operations. To that end, all positions are expected to:

- Achieve the organization's purpose by demonstrating LHS's mission, impact, values, and goals.
- Help others achieve the organization's purpose through collaboration and teamwork.
- Carry out job functions through ensuring completion of the following essential job duties.

Job Responsibilities:

- Coordinate and oversee LHS's volunteer program, including,
 - Recruit, supervise, and manage scheduling of volunteer coverage for the front desk of the Litchfield History Museum.
 - Lead planning for organization-wide volunteer opportunities.
 - Connect specialized volunteers with appropriate staff supervisors as needed.
 - Plan and implement annual volunteer appreciation event(s).

- Oversee and manage the LHS Museum Shop, including,
 - Provide oversight of sales, records, cash bag, and receipts.
 - Provide training as needed for volunteers and staff.
 - Conduct annual inventory.
 - Identifying and order items as needed.
 - Manage physical spaces, ensuring spaces are inviting for visitors and in alignment with organizational brand and goals.

- Design and manage production of print and digital collateral in support of programs, events, exhibits, annual meeting, and other LHS initiatives.

- Work with Executive Director to oversee the production of the LHS Annual Report, including,
 - Coordinate with Executive Director and staff to develop content.
 - Lead design and layout.
 - Oversee printing and mailing.

- Provide administrative support, including,
 - Maintain fundraising and donor management database, including managing constituent records, processing gifts and membership renewals, and generating reports, receipts, and membership cards as required.
 - Oversee and manage registration and tracking for public programs and events.
 - Post programs and events to LHS and non-LHS online and print calendars.
 - Prepare and make weekly bank deposits.
 - Check organizational postal box and post needed items and materials.
 - Monitor and order organizational office supplies as needed.
 - Answer phones.

- Collaborate with Manager of Community Connections, Head of Education, Curator, and Archivist on cooperative and shared projects, including occasional programming support and research assistance.

About the Litchfield Historical Society:

The Litchfield Historical Society (LHS) is an American Alliance of Museums accredited organization dedicated to sharing the history and culture of the Town of Litchfield, Connecticut, through dynamic exhibits, diverse programs and events, representative collections, and publicly accessible resources. LHS comprises the Litchfield History Museum, Helga J. Ingraham Memorial Research Library, Tapping Reeve House and Litchfield Law School, and Tapping Reeve Meadow. Our work centers on our Mission to make the past usable, connecting our community and audiences with their history and culture to chart a way forward.

LHS is an equal opportunity employer, and all qualified applicants will receive consideration for employment without regard to race, color, age, religion, sex, pregnancy, sexual orientation, gender identity or expression, national origin or ancestry, disability status, marital or civil union status, protected veteran status, status as a victim of domestic violence, erased criminal records or any other characteristic protected by law.

To Apply:

Please email cover letter and resume to jjenkins@litchfieldhistoricalsociety.org.