



## **Visitor Services Volunteer- Job Description Staten Island Historical Society at Historic Richmond Town**

**Position/Title:** Visitor Services Volunteer

**Department:** Visitor Services Department

**Supervisor:** Assistant Manager of Visitor Services

Historic Richmond Town, New York City's ONLY living history village, is looking for volunteers to welcome and engage visitors as they explore the Main Village site.

### **Major Job Description**

- Interact with all visitors in a friendly, professional manner delivering superlative customer service.
- Communicate well with visitors and Historic Richmond Town staff; remain polite, courteous and helpful at all times.
- Provide a positive, welcoming, inclusive and enthusiastic atmosphere for HRT guests.
- Greeting visitors at the main entrance of the Visitor Center or Historical Museum and giving them appropriate directions.
- Engaging with visitors by discussing the historical, social and architectural significance of their designated space.
- Answering general questions about the museum, program offerings and exhibits.
- Maintain up to date knowledge of museum programs, services and events.
- Help direct visitors within the museum.

### **Requirements**

- Must be at least 16 years of age.
- Must maintain a positive attitude.
- Must be dependable.
- Possess good verbal and communication skills and have a passion for history and interacting with visitors.
- Must help to create a positive and inclusive environment.