



Visitor Services Associate Job Description LMCC:

The Lincolnton Museum and Cultural Center presents over 450 years of African American history through exhibits, the arts, lectures and heritage reenactments. We cover histories ranging from the early African presence in St. Augustine to Lincolnton's involvement in the Civil Rights movement in the 1960's. We are seeking a visitor services associate to aid the museum's mission to help staff with any tasks. This is a part time position.

Duties and expectations for the administrative assistant position include:

- Operate the front desk and conduct sales for tickets, retail items, memberships or donations, using the Square Point of Sale system.
- Keep the gift shop and information center fully stocked.
- Responsible for opening and closing the museum including equipment.
- Greet visitors with a welcoming attitude and introduce them to the history of Lincolnton and the exhibits currently on view in the museum, answer any questions they might have.
- Have a working knowledge of the exhibits and local African American history. (following orientation period)
- Answer phones and general question emails and manage incoming communications. Direct to appropriate staff as needed.
- Assist in scheduling for large groups, school tours, and venue rentals.
- Update membership data and email lists via MailChimp and DonorBox. Compile thank you letters for new members and any donors.
- Be punctual and responsible; communicate concerns with staff members.

Must be available to work weekends. Prior knowledge of Square Point of Sale, Word, Excel and Adobe Acrobat is preferred.

Please send a resume and cover letter to Caroline Davis at cdavis@lincolntonmuseum.org or call 904-824-1191 with any questions about the position.