



RECEPTIONIST

Goal: Serve as “ambassadors for HCC&M,” with a welcoming, informative and positive approach as the first contact for visitors to the site.

Responsibilities:

- Staff the front desk of the Reception Center.
- Answer general questions, explain the tour and collect admission fees.
- Sell Gift Shop merchandise and restock inventory as needed.

Desired Results: Happy visitors and successful sales.

Qualifications:

- Comfortable with interacting with the public in an outgoing and friendly manner.
- Comfortable with cash, check & credit card transactions using a computerized system.
- Enjoy learning history and basic knowledge of HCC&M.

Time Commitment:

- At least 6 hours per month (two 3-hour shifts), April through November.
- Flexibility to serve as an occasional substitute is encouraged.

Location: On-site at HCC&M.

Training and Support:

- Spring Update & Training is strongly encouraged (3 days in March or early April).
- Training on using Point of Sales computer system provided.
- Experienced volunteers serve as a “buddy” to support new volunteers during initial shift.
- This position works closely with the Gift Shop Manager.

Benefits:

- Interaction with visitors from the region and beyond.
- Opportunity to learn more about this historic site.