Employment Opportunity: Visitor Services - Part-Time

About the Montclair History Center
The Montclair History Center (MHC), founded in 1965 as the Montclair Historical Society, preserves local history, educates others about it and its importance, and shares the stories of the people who have made the community what it is today.

We are stewards of three historic houses on our Orange Road campus in Montclair.

The Crane House & Historic YWCA serves as a public museum telling the stories from four periods of significance in the house.

- 1796-1830: Montclair’s early development through the stories of the Crane family including local entrepreneur Israel Crane, socialite Fanny Crane, their children, and enslaved individuals Dine, Joe, Jack, and Bill that were part of the household.
- 1840-1900: The evolution of Montclair with the establishment of the first train line and a changing country during the Civil War told through the stories of James and Phebe Crane, their children, and Irish immigrant servants that were part of the household.
- 1920-1940: The transformative period in Montclair exploring the great migration of African American families North during the early part of the 20th Century. Stories explore the establishment of the Montclair YWCA through Alice Hooe Foster and the women who were boarders.
- 1940-1965: As a civic and social hub for African American women and girls in Montclair, the stories of Hortense Ridley Tate and women of the YWCA reflect the community’s commitment to developing leaders, pursuing higher education, and pride in Black heritage.
- 1965-1970: The transition to the building from a YWCA to a museum telling the story of preservation in its formative years in America.

The Nathaniel Crane house now houses the Visitors Center, museum store, and a 19th century store and schoolroom exhibit.

The Clark House contains the MHC’s office, research library, and archives creating a space for resource sharing and learning for the community. These buildings, learning gardens, and the Montclair Community Farms site (in which MHC is a partner organization) make up the Orange Road campus of the organization.

Learn more about the Montclair History Center at www.montclairhistory.org.

Job Description
The Montclair History Center is seeking two Visitor Services Associates to work at the Crane House & Historic YWCA Museum and the Visitor Center & Museum Store (located inside the Nathaniel Crane House. The Visitor Services Associates provide a safe, informative, enjoyable and meaningful visitor experience with exceptional customer service. This is a public facing position working every Sunday (except holidays) from 11
am to 4 pm. This is a part-time position at $18/hour. This position is not eligible for employee benefits.

General Job Functions
- Preparing the Crane House & Historic YWCA Museum and Visitor Center for the public by unalarming buildings, unlocking doors, opening shades, turning on lights, and placing our signs. Closing procedures follow the reversed process.
- Welcome any volunteers for the day and ensure they know what their responsibility is.
- Provide an exceptional experience to visitors to our museum, store, and grounds during their visit.
- Perform exhibit checks to ensure protection of museum collections.
- Communicate upcoming programming, membership, or volunteer opportunities.
- As needed, answer questions regarding the history of the historic homes on the property. Staff will be trained in the history of the historic houses to understand key points to communicate to the public.

Crane House & Historic YWCA Museum
- Ensure the Museum is ready for the public.
- Welcome each visitor into the Museum providing an overview of self-guided tour options and ‘can touch’ spaces.
- Perform exhibit checks to ensure protection of museum collections.
- If hearth demonstrations are scheduled, prepare the hearth fireplace for volunteers who will be responsible for hearth demo.

Visitor Center & Museum Store
- Ensure the Museum Store is neat, organized, and ready for the public.
- Welcome each visitor into the Visitor Center providing an overview of self-guided tour costs.
- Accurately perform transactions for museum admissions and store sales.
- Perform stock checks and update online records for the museum store as needed.

Job Qualifications/Preferred Skills
- HS diploma/GED
- Demonstrated experience working in visitors services or a customer service field
- Must have excellent guest service skills
- Must be a highly responsible and reliable individual
- Excellent verbal communications skills, including speaking in front of a group
- Ability to interact well with a wide range of people and personalities
- Interest and knowledge of history strongly preferred

How to Apply
Please submit an interest letter and resume to director@montclairhistory.org.