



Equal Rights
Heritage Center



NYS Equal Rights Heritage Center

Operations Team Member Job Description

Posted October 2, 2018

The NYS Equal Rights Heritage Center, located at 25 South Street in downtown Auburn, NY is hiring part-time and seasonal Operations Team Members for the opening of the NYS Equal Rights Heritage Center in the fall of 2018. Come be part of Auburn's new premier attraction that will serve as the hub for all of our historic, cultural and tourism sites. We're looking for passionate, hard-working, enthusiastic people that love helping others and ensuring their experience visiting Auburn is the absolute best possible. We love Auburn, we love NY, we love what we do and have fun doing it!

The best candidate for this position is someone who can learn, memorize, and impart a vast amount of information in a short period of time. Must be friendly and engaging with all visitors, demonstrate good listening skills, be polite and approachable. Must be dependable and have the availability to work evenings and weekends.

Education and/or experience:

- Must be familiar with tourist destinations throughout Auburn, Cayuga County and the Central NY / Finger Lakes Regions
- Previous work experience or education in the fields of hospitality or tourism preferred
- Must be familiar with using computer technology and able to learn new technology programs

Responsibilities will include:

- Welcoming, orienting, interacting with and educating visitors
- Engage visitors in a friendly, hospitable and respectful manner
- Be responsive to visitors' interests and questions exercising good judgement when interacting with them
- Knowledgeable about historic, cultural and tourist sites and activities in Auburn and Cayuga County
- Knowledgeable about New York State's geographic regions especially the Central NY and Finger Lakes regions, tourist attractions and events
- Knowledgeable about New York State's Equal Rights Heritage sites
- Assist visitors with information available to them through digital travel kiosks
- Distribute approved Auburn, Cayuga County and NYS travel related information
- Collect visitor statistics
- Selling merchandise and tickets using a computer point of sale system
- Being an ambassador to the city of Auburn, Cayuga County, Central NY and the Finger Lakes Region
- Stocking and restocking merchandise and information displays

Directions

To Apply: Operations Team Member positions are part-time and seasonal positions paid at an hourly rate. To apply please email a resume and 3 professional references via email to: NYS Equal Rights Heritage at NYSERHC@auburnny.gov

Resumes may be mailed to NYS Equal Rights Heritage Center, 24 South Street, suite 120, Auburn, NY 13021. No phone calls please.

The City of Auburn and Auburn BID are Equal Opportunity Employers.