



Job Description

Job Title: Visitor Experience Specialist

Salary: \$18.00 / hour

Hours: Thursday - Saturday, 10:00 AM - 4:00 PM with occasional specialty tours on request.

Status: Non-Exempt

Location: In-person, no hybrid option.

Our Mission: As an advocate for the community, the Michigan Street African American Heritage Corridor Commission (MSAAHCC) endeavors to integrate the African American cultural significance and impact on Buffalo's history through public engagement, community education that will invigorate, inspire, and enliven cultural appreciation, preservation and community development.

Background: The Michigan Street African American Heritage Corridor Commission (MSAAHCC) was founded in 2007 by a piece of NYS Legislation to create a historic preservation area on Buffalo's east side. The historic area directly corresponds with the Commission's 4 core "Cultural Anchors." The Anchors are key to the Commission's success and mission. The Anchors are: The Michigan Street Baptist Church, the Nash House Museum, the Historic Colored Musicians Club, and WUFO Black History Radio Collective. The MSAAHCC provides an administrative support system for the Anchors.

The MSAAHCC serves as the connector of the past, present and the future for the historic neighborhoods within the Corridor. This role will support our efforts to promote the past by working closely with the Anchors to highlight the stories of the history makers who lived here.

Job Summary: The Visitor Experience Specialist will be a public face and front line for the Michigan Street African American Heritage Corridor and our Anchors. This role has three essential functions: to manage the visitor check-in sites and gift shops during tour hours, and to provide tours to visitors when docents are unavailable, and other administrative tasks. As an ambassador for the Corridor and a front-line staff member, the successful candidate will be detail-oriented and have a passion for local history.

Responsibilities and Duties:

- **Manage Visitor Experience**
 - Manage check-in sites (both virtual & in-person) by facilitating the daily opening, closing, and security of the Anchors.
 - Ensure the check-in sites and anchors are staffed during tour hours, clean, and visitor ready.
 - Answer visitor questions in-person, via phone, and email. Direct any visitor inquiries to the appropriate staff person.
 - Ensure the success of the Anchors by greeting visitors, selling tickets in-person and online, and collect visitor data & feedback



- Create a positive learning environment for visitors of all ages and backgrounds by being hospitable, approachable, and professional in appearance and demeanor.
- **Guide & Interpret**
 - Provide educational content to guests with accurate, interesting, and pertinent historical information about the Michigan Street African American Heritage Corridor in an engaging, timely, and articulate manner through guided tours and visitors.
 - Train in and implement a conversational facilitated dialogue with patrons, meeting them where they are and providing an impactful experience.
 - Conduct virtual tours and assist with coordinating scheduling with visitors and docents.
- **Administrative Duties**
 - Assist with social media posting and digital marketing as assigned.
 - Receive and process admission and sales payments and reports.
 - Record visitation data; provide daily visitation and accounting reports.
 - Other duties as assigned and desired

Qualifications & Skills:

- A passion for local history.
- Interest in African American Studies, Museum Studies, and Social Justice.
- Ability to take initiative and work creatively and effectively as a member of a team.
- Demonstrated ability to work with a diverse group of colleagues and with visitors from diverse cultures and life experiences.
- Excellent interpersonal and communication skills.
- Responsible, flexible, punctual, detail-oriented, and able to work well under pressure.
- Bilingual applicants are encouraged.

To apply for this position, please submit your resume and cover letter to info@michiganstreetbuffalo.org. Include VISITOR EXPERIENCE SPECIALIST in the subject line.