



JOB ANNOUNCEMENT

Visitor Services Associate (Part-time, contract work) Museums

Hourly rate: \$14

The Old Capitol Museum seeks a contract Visitor Experience Associate to serve as a primary point of contact for museum visitors and provide exceptional customer service while creating a welcoming, engaging, and meaningful guest experience. This position greets and orients visitors, provides information about the Old Capitol Museum, its programs, special events, and area attractions, and shares information about the Mississippi Department of Archives and History (MDAH). The Visitor Experience Associate tracks visitation numbers, responds to visitor questions and requests, and addresses concerns professionally, escalating issues to the appropriate staff member when necessary. The position is also responsible for maintaining a clean, orderly, and welcoming visitor services desk and following all established opening, closing, and emergency procedures.

This is a part-time position of 28 hours per week with a flexible schedule.

Responsibility

To be successful in this position, candidates should have excellent verbal communication and interpersonal skills, with the ability to address visitor concerns professionally while fostering a welcoming, inclusive, and hospitable environment. Candidates must be dependable, punctual, and professional, and demonstrate strong organizational, time management, and customer service skills. The position requires flexibility to work a variable schedule, including Saturdays and occasional evening events. Duties require the ability to remain seated, stand, and walk for prolonged periods throughout the workday.

This is a contract position and is not a State Personnel Board classified position. Contract employees are not eligible for state employee benefits, leave accrual, or state service credit. Hours are not guaranteed and are assigned based on operational needs. The contract may be extended or concluded at the discretion of the Mississippi Department of Archives and History.

To apply for this position, please use our online Indeed application portal by **following this link**. Alternatively, you may submit your resume via email directly to Laura Rawson at lrawson@mdah.ms.gov

The Mississippi Department of Archives and History is an equal opportunity employer.