



LancasterHistory

Visitor Services – Hospitality Greeter

Hospitality Greeters help provide an excellent visitor experience for guests at LancasterHistory. Greeters welcome visitors to LancasterHistory as well as provide information about the facilities, amenities, programs, and other activities at LancasterHistory.

Supervisor(s): Patrick Clarke, Director of James Buchanan’s Wheatland, and Cindy Wischuck, Visitor Services Associate

General Responsibilities:

- Greet visitors to LancasterHistory in a polite and professional manner;
- Assist and inform visitors about LancasterHistory facilities, amenities, programs, and other activities;
- Assist Visitor Services Associate in daily tasks and duties as permitted; and
- Attend scheduled trainings and other informational sessions conducted by LancasterHistory staff.

Required Skills:

- Passion or enthusiasm for history;
- Responsible, dependable, and motivated; and
- Excellent visitor engagement, oral communication, and interpersonal skills.

Essential Functions:

- Frequent communication with the public in potentially crowded settings;
- Must be able to remain in a stationary position during a shift;
- Reliable transportation to volunteer site;
- Reliable methods of communication (phone, email, etc...); and
- Must be able to commit to at least **4 hours** per month.

Desired, But Not Required, Skills:

- Bilingual (ex.: Spanish, Chinese, ASL, etc...)
- Previous experience working or volunteering at/in/with a historic site, museum, or customer-facing position
- Knowledge about the Lancaster County area and local tourism

Volunteers must be 16 years or older.

Volunteer hours for this position are available Mondays – Saturdays from 10am to 1pm and/or 1pm to 3pm.

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This is a volunteer position with no monetary compensation or benefits. Volunteers do enjoy a 20% discount on purchases made at The Museum Store; invitations to events and socials; and free General Admission to LancasterHistory (excluding Yuletide at Wheatland).

A background check (volunteer clearances) is a condition of volunteering. Acceptance into the volunteer program is contingent upon a successful background check (completion of volunteer clearances). Volunteers must follow LancasterHistory's current COVID-19 Health & Safety protocols. These protocols are available to consult online at <https://www.lancasterhistory.org/visit/visitor-covid-guidelines>.

Training is provided for successful volunteer applicants. Training includes shadowing Visitor Services staff and other volunteers, and familiarization with promotional materials about LancasterHistory programs, exhibitions, and events.

How to Apply:

Those interested in volunteering for this position should complete a volunteer application online or by paper. Paper applications should be submitted to:

LancasterHistory
ATTN: Cindy Wischuck
230 North President Avenue
Lancaster, PA 17603

The submission of an application does not guarantee acceptance. Volunteer interviews may be conducted using a combination of in-person or virtual interviews. Please allow 2-4 weeks for LancasterHistory to process your application.

Questions or concerns about this position may be directed to Patrick Clarke at (717) 392-4633, ext. 127 or patrick.clarke@lancasterhistory.org.

LancasterHistory is committed to diversity, equity, and inclusion. Our Non-Discrimination Policy is available online at <https://www.lancasterhistory.org/nondiscrimination-policy>.