

## **Maine MILL Visitor Experience Associate**

### **BACKGROUND**

Maine Museum of Innovation, Learning and Labor (Maine MILL) is a history and culture museum in downtown Lewiston, Maine, that celebrates extraordinary stories of work and industrial ingenuity. Through our collection, exhibits, educational programming, and events, we invite visitors to explore how life, labor, and culture shape the present and influence the future.

Our unique collection is made up of 10,000 artifacts, including salvaged industrial machinery such as a Jacquard loom, original bedspreads and industrial-sized silkscreens from the famed Bates Manufacturing Company, and roughly 300 recorded interviews and oral histories from the people who lived and labored here. We also actively seek out ways to expand our offerings and are continuously adding to our collection to include a wider range of perspectives and experiences in order to tell our community's whole story.

At Maine MILL, we believe that today is tomorrow's history. We consider it our responsibility to spark creativity and inspire ingenuity for the future.

### **POSITION SUMMARY**

Maine MILL is opening a new, 22,000 square foot facility in June 2026. The Visitor Experience Associate will be the initial and principal contact with museum visitors and is therefore responsible for ensuring an exceptional visitor experience while maintaining museum standards and communicating museum offerings, programs, and services. This role is responsible for greeting museum guests, overseeing admissions, interpreting museum exhibits, maintaining the museum's appearance, and assisting with programs and tours as needed. All work is carried out in a team-based work environment.

### **DAILY TASKS**

- Welcome guests to the Museum in a friendly and professional manner
- Maintain a working knowledge of Museum exhibits, tours, and programs
- Open and/or close admission desk and galleries.
- Oversee admissions operations, including selling and distributing admissions tickets and membership sales, tracking admissions, maintaining displays, and providing support for programs and tours, as necessary.
- Assist with technology within exhibition galleries, including TVs and iPads.
- Maintain and sustain clean, stocked, and organized workstations and public spaces, including cleaning and sanitizing as needed.

### **MINIMUM QUALIFICATIONS**

- Work Experience: 1-3 years of experience in a busy, customer service-focused retail, hospitality, or cultural environment preferred.
- Familiarity with technology, such as cash registers and online programs.
- Education: Bachelors or Associates degree.
- Candidates who speak more than one language a plus.

### **SKILLS AND ABILITIES**

- Strong customer service and interpersonal skills.
- Demonstrated punctuality and dependability.
- Excellent time management and ability to work efficiently.
- Ability to work well within a team environment, to communicate well, and to conduct constructive problem resolution.
- Bi- or multi-lingual candidates and those proficient in American Sign Language are strongly encouraged to apply.
- Must be able to provide flexibility with scheduling and be available to work both weekend days and some night events.

#### PHYSICAL DEMANDS

- Able to stand and walk for several hours
- Able to lift and carry twenty pounds
- Able to reach high items with the use of a ladder
- Able to reach low items leaning or bending over

#### TERMS & APPLICATION

The Visitor Experience Associate is a part-time, year-round position. The job hours are Saturdays and Sundays from 9am to 5pm. Some additional hours may be required for special events. \$17 / hour. Benefits include holidays, paid vacation and sick leave.

Interested candidates should submit a resume and cover letter noting Visitor Experience Associate in the subject line to [info@mainemill.org](mailto:info@mainemill.org). Applications will be accepted until the position is filled. Maine MILL is an Equal Opportunity Employer.