

**Niagara Falls Underground Railroad Heritage Center  
Community and Visitor Engagement Specialist**  
(Part-Time; 30 hours/week)

**Background:**

Scheduled to open in March, 2018, the Niagara Falls Underground Railroad Heritage Center uncovers the wealth of places and stories associated with the Underground Railroad found within the City of Niagara Falls, New York and surrounding region. The Heritage Center preserves the historic role of the people of Niagara Falls in facilitating freedom for the oppressed. The places and stories associated with this network of freedom seekers, free African Americans, and abolitionists evoke powerful themes in American history and celebrate the bravery of the men and women who risked their own lives to achieve the most basic rights of liberty. The purpose of the Heritage Center is to provide a gateway to the important Underground Railroad and anti-slavery history of the area, and direct visitors to visit other local and regional attractions. The Heritage Center will also provide a foundation for future heritage development projects in Niagara Falls.

**Summary:**

The Community and Visitor Engagement Specialist will be responsible for working in collaboration to foster relationships with the local community to produce programs and initiatives that will enhance the lives of our neighbors and result in positive change within the City of Niagara Falls. External relationship management with community members is integral to this role. In addition, the candidate will be a member of the Heritage Center's Visitor Experience team, which is the public face of the Niagara Falls Underground Railroad Heritage Center. Team members greet and orient guests, and provide meaningful learning opportunities for the Center's visitors through interpretive techniques, including facilitated dialogue. With a diverse portfolio of interpretive experiences, engaging public programs, services and events, we expand each visitor's understanding of, and appreciation for, the Underground Railroad in Niagara Falls and the enduring impact of slavery in the United States.

**Essential Responsibilities:**

- Solicit and coordinate community participation in initiatives conducted by the Heritage Center.
- Understand and stay current on the Heritage Center's organizational goals, and tailor community outreach accordingly. This will include becoming familiar with the principles of the International Coalition of Sites of Conscience, which seek to connect past struggles to modern human rights movements and "turn memory into action."
- Act as the Heritage Center's representative at community events.
- Working creatively with the entire Visitor Experience team, function as a historical interpreter by providing guests with accurate, interesting, and pertinent historical information about the Underground Railroad in Niagara Falls in an engaging, timely, and articulate manner.
- Engage visitors in facilitated dialogue regarding the enduring impact of slavery in modern America.
- Answer visitor questions and tailor delivery techniques to maximize impact whenever possible. Follow departmental interpretive strategies in order to effectively integrate your interpretation into the total guest learning experience.
- Successfully complete training in interpretive techniques, including facilitated dialogue.

- Create a positive learning environment for visitors of all ages and backgrounds by being hospitable, approachable, and professional in appearance and demeanor.
- Assist with retail management, social media, program development, special tours, public programs, and other projects as needed.
- Manage the reception of visitors, school and other groups, admissions, telephone and administrative reception, orientation materials, and merchandise sales.
- Set expectations and make suggestions for the visitor's experience related to the visitor's itinerary and agenda.
- Facilitate and direct visitor inquiries to the appropriate staff person to ensure exceptional service.
- Assist with oversight of the reception area.
- Receive and process admission and sales payments and reports.
- Record visitation data; provide daily visitation and accounting reports.
- Assist with the daily opening, closing, retail components, and security of the Heritage Center.
- Assist with the implementation of emergency procedures when necessary to ensure safety for our guests, colleagues, historic structure, exhibits, and collections.

**Minimum Qualifications:**

- Possess or be pursuing a bachelor's degree in a related field including, but not limited to, African-American studies, history, museum studies, art, public history, political science, marketing, or business.
- Excellent interpersonal and communication skills required.
- Must work well with a diverse audience and have a sincere interest in the mission of the Niagara Falls Underground Railroad Heritage Center to connect past to present.
- Must be responsible, flexible, punctual, and able to work well under pressure.
- Ability to work creatively and effectively as a member of a team is mandatory.

**Special Requirements:**

- Must be able to stand/walk for long periods on varying surfaces, inside and outside, and in a variety of conditions.
- Must be willing to work occasional weekends, evenings, and holidays,
- Flexible scheduling requires remote work as well as work on-site and at community events.

The Niagara Falls Underground Railroad Heritage Commission, Inc. is an Equal Opportunity Employer.

Qualified candidates may submit a resume or c.v. and cover letter to Ally Spongr, Director and Curator, Niagara Falls Underground Railroad Heritage Commission, Inc.: [ally@discoverniagara.org](mailto:ally@discoverniagara.org). Position will remain open until filled.

For more information on the Niagara Falls Underground Railroad Heritage Area, please visit <http://niagarafallsundergroundrailroad.org/>.