

Job Title: Museum Assistant

Organization: Matilda Joslyn Gage Foundation

Location: 210 East Genesee Street Fayetteville, NY 13066

Reports to: Executive Director

Status: Part-time



About the Museum

The Matilda Joslyn Gage Foundation is a nonprofit organization dedicated to preserving and advancing the legacy of Matilda Joslyn Gage, whose social justice contributions have been systematically erased, as well as uplifting marginalized voices throughout history. The Matilda Joslyn Gage Center is a safe space for all communities. We encourage and welcome social justice activism in all our partners.

Position Summary

The Museum Assistant supports daily operations of the Matilda Joslyn Gage Center, located in the historic home of Matilda Joslyn Gage. The Museum Assistant will assist visitors, aid in research, assist with marketing and communication, and provide administrative and programmatic support. This role is essential to delivering a positive visitor experience. Additional duties may be negotiated based on experience.

Key Responsibilities

Visitor Services

- Welcome and assist visitors, including gathering visitor information, ticketing, and providing information about the local area.
- Guide tours as needed in an engaging and accessible manner, including during open hours, school field trips, and special events.
- Monitor museum spaces, including temperature, cleanliness, and safety.

Gift Shop

- Keep track of Gift Shop inventory via square platform.
- Suggest product ordering, both restock and new items of interest.
- Daily register reporting and cash drawer reconciliation.
- Assist with shipping fulfillment.

Administrative & Operational Support

- Perform basic clerical tasks: data entry, filing, answering emails & phones.
- Perform basic caretaker tasks: cleaning, dishes, trash removal, & shoveling.
- Support special events, fundraisers, programs, and community outreach.
- Assist with research, creation, setup, maintenance, and storage of exhibits.

Marketing/Communications

- Assist with the website, social media, and newsletter.
- Distribute physical marketing materials.
- Assist with bulk and membership mailings.

Qualifications

- High School diploma or GED required, some higher education preferred.
- Previous experience in a museum, cultural institution, or customer service role.
- Excellent interpersonal and communication skills.
- Attention to detail and strong organizational abilities.
- Basic computer literacy. (Square, Google, Social Media, YouTube, etc.)
- Comfortable standing for extended periods and lifting up to 25 lbs.

Description of Work

This is a public-facing position and it is important that the successful candidate is comfortable with working with a diverse group of visitors, staff, and volunteers. This position will start in March of 2026 with three days a week (Thursday, Friday, & Saturday). The hours will increase during summer hours to four days a week (Wednesday - Saturday). Some remote work is possible, however the Museum Assistant will need to be available during open Museum hours, special events, and programs.

Commitment to Diversity

The Matilda Joslyn Gage Foundation is an equal opportunity employer and is committed to fostering an inclusive and welcoming environment for staff, volunteers, and visitors.