



BRUCEMORE

HISTORY | PRESERVATION | ARTS

JOB ANNOUNCEMENT

POSITION: Visitor Services Assistant

APPLICATION DEADLINE: Open until filled

REPORTS TO: Program and Outreach Manager

CLASSIFICATION:

- Part-Time, Hourly

COMPENSATION:

- \$13.00 per hour
- Eligible to accrue paid sick and vacation leave based on hours worked
- Eligible for incentive pay on select dates, typically around holidays

SCHEDULE:

- 12 - 18 hour weekly commitment required; up to 30 hours may be available
- Shifts occur Wednesdays, Thursdays and Sundays from 12:00 – 5:00 pm and Fridays-Saturdays, 10 am – 5:00 pm
- Additional shifts may be available during other times on occasion, with greatest likelihood between 4:00 – 10pm Thursday – Saturday

POSITION OVERVIEW:

As a Visitor Service Assistant, you will help create meaningful and welcoming experiences for every guest who visits Bruceemore. Each shift, you will serve as an ambassador for Bruceemore's mission by connecting people to the stories, spaces, and programs that make the site a vibrant cultural and community resource. Through guided mansion tours, self-guided experiences, events, and daily guest interactions, you will help visitors explore the history, beauty, and ongoing relevance of Iowa's only National Historic Site. Responsibilities include welcoming guests, answering questions, selling tickets and retail items, supporting visitor safety and site policies, and fostering an inclusive, engaging environment for all audiences. This role is a great opportunity for someone interested in museums, public history, arts and culture, hospitality, or community engagement.

DUTIES MAY INCLUDE BUT ARE NOT LIMITED TO:

- Welcome guests to Bruceemore while fostering an atmosphere of openness, hospitality, and accessibility for all visitors. This includes guests touring the mansion, attending events, calling by phone, or enjoying the grounds independently.
- Deliver 55-minute guided tours of the mansion and facilitate self-guided and themed experiences throughout the mansion, grounds, and historic outbuildings following established procedures and interpretive goals.

- Share information about BruceMore’s history, mission, programs, events, memberships, donations, and visitor amenities, including providing wayfinding assistance across the site.
- Engage visitors through conversation and a variety of interpretive and customer service strategies to answer questions, assess visitor interests and needs, and create a welcoming and memorable experience.
- Provide prompt, accurate, and professional assistance to visitors in person and over the phone.
- Perform routine opening and closing procedures for the mansion, gates, and other site buildings as assigned.
- Follow established safety, security, and emergency preparedness procedures.
- Operate the point-of-sale system to process admissions, retail purchases, concessions, event tickets, memberships, donations, and other transactions; balance cash drawers and assist with deposit preparation.
- Support concessions operations during select events, including processing snack and beverage sales and assisting with limited alcohol service in accordance with established procedures and applicable laws.
- Monitor visitor spaces and help address distractions, accessibility concerns, or safety issues, escalating concerns to appropriate staff when needed.
- Maintain accurate attendance, visitor, and demographic records.
- Restock and maintain merchandise displays in the gift shop and for concession sales.
- Assist with light housekeeping duties, including vacuuming, dusting, and restocking restroom supplies.
- Support additional visitor experience and operational needs as assigned.

EDUCATION, EXPERIENCE, AND OTHER REQUIREMENTS:

- Must be at least 18 years of age and possess a high school diploma or GED.
- Strong interpersonal, communication, and customer service skills required, with the ability to engage positively with a wide variety of visitors and audiences.
- Previous experience in customer service, hospitality, retail, tourism, education, or other public-facing roles preferred.
- Interest in museums, history, arts and culture, storytelling, or community engagement preferred; prior museum experience is not required.
- Must be comfortable operating a computer, utilizing a cloud-based point-of-sale system, and accurately handling cash transactions.
- Requires the ability to stand for extended periods of time, climb stairs several times a shift, walk on uneven ground, operate a golf cart on the estate, and occasionally lift and/or carry items up to 25 pounds unassisted.

TO APPLY:

Please complete the [application found online](#) or submit your resume to:

BruceMore
 ATTN: VSA
 2160 Linden Dr. SE
 Cedar Rapids, IA 52403
[hiring@bruceMore.org](mailto: hiring@bruceMore.org)

ABOUT BRUCEMORE:

Brucemore is a cultural service organization that brings people together through creativity and shared experiences. We foster connection, learning, and growth for individuals, artists, and communities, using our historic site as a platform to expand access, inspire creativity, and help people belong to something bigger than themselves.

Brucemore is an Equal Opportunity Employer (EOE) and does not discriminate on the basis of race, color, religion, national origin, sex, age, sexual orientation, veteran status, or disability.