German-American Heritage Museum of the USA
Administrative Internship—Position Description

The German-American Heritage Museum of the USA is seeking an intern to work with museum staff 16-24 hours a week for 3 months.

Tasks will include visitor engagement, social media page management, and basic administrative tasks. The intern will have the opportunity to gain experience in visitor engagement as well as “behind-the-scenes” museum work. As the museum draws from an international audience, proficiency in German is desired, though not mandatory. The ideal candidate is outgoing, experienced in customer service, and is interested in German language, culture, and heritage in the US. The position is unpaid, and requires no previous museum experience.

Learning objectives include:

- Developing organizational and personal skills
- Gaining experience in visitor engagement
- Learning best practices in an administrative role
- Learning how museums navigate the web to enhance visitor experiences

Specific duties intern will be expected to perform:

- Visitor engagement/administration—operate the Museum’s front desk. Greet visitors, charge admission, and operate the telephone. Will be responsible for maintaining a professional and friendly demeanor. Towards the end of the internship, help draft a “best practices” manual for the position of Museum Receptionist.
- Social media page management—update the Museum’s Facebook, Twitter, and Instagram pages from time to time with relevant information. There may also be the opportunity to assist museum staff in developing a comprehensive social media plan for future use.

To apply, please send a resume and short cover letter to Tyler Grasee at info@gahmusa.org or email with any questions. Museum staff is looking to fill the position in the coming two weeks. Please apply as soon as possible. Applications will be accepted until the position is filled.