



POSITION DESCRIPTION

Title:	Visitor Services Assistant
Supervisor:	Director of Education & Visitor Services
Classification:	Non-Exempt, Hourly, Part-Time, Non-Emergency

Tudor Place Historic House & Garden, a 5 ½ acre historic estate located in the Georgetown neighborhood of Washington, DC is seeking a **Visitor Services Assistant**. This position is responsible for ensuring a positive visitor experience by operating the Visitor Center, including the Museum Shop. The position assists with the implementation of activities and programs that provide visitors and guests a pleasant and enriching experience at Tudor Place.

*At this time, all Tudor Place staff members are required to adhere to additional and specific guidelines for workplace, employee, and visitor health and safety. As the organization implements a phased plan of reopening the site to the general public, processes and policies are being updated to ensure safety and offer a positive visitor experience. It will be imperative for the Visitor Services Assistant to work as a collaborative team member in the Education & Visitor Services department and to adapt as needed.

WORK SCHEDULE

Saturdays and Sundays with some weekdays/evenings (approximately 21 hours weekly)

RESPONSIBILITIES

Visitor Center & Museum Shop

- Open and close the Visitor Center
- Greet visitors and provide a general orientation to the site; assist visitors and guests as needed
- Encourage participation in membership programs, guest registration, and survey completion
- Answer telephones and direct calls as needed
- Maintain an orderly and attractive Visitor Center and Museum Shop; restock and order supplies, in consultation with the Director of Education & Visitor Services and the Private Events Manager
- Order Shop product in consultation with the Director of Education & Visitor Services
- Plan for and conduct off-site sales events
- Update and refine online Museum Shop on Tudor Place website
- Process, pack and ship Museum Shop purchases made online and by phone
- Maintain inventory spreadsheets and monitor Shop inventory and pricing; restock as needed
- Other duties as assigned

Tours & Programs

- Register and receive payment from visitors for hourly tours
- Manage daily tour and event schedule
- Process registrations and payments for Education programs through Altru database
- Lead tours of historic house and garden as needed
- Aid volunteer docents with tour groups as needed

- Maintain accurate and complete visitation statistics for the entire site
- Assist Private Events Manager in organizing group tours
- Assist Director of Education & Visitor Services with docent training as needed
- Assist with special programs, some of which may occur on holidays and after regular work hours

EXPERIENCE & EDUCATIONAL REQUIREMENTS

- High School Diploma, some college preferred
- Experience working with the general public in a museum or other front-line position
- Desire to work in a historic setting and respect for the preservation of the historic building and its collection
- Proficiency in Microsoft Excel
- Computer literacy with ability to learn necessary office technologies including Altru, a Blackbaud constituent management system used for museum operations
- Courteous, professional manner
- Ease with public speaking or leading tour groups
- Ability to work collaboratively as part of a diverse team of education and visitor services professionals
- Adaptability to changing needs in a customer service setting and flexibility in problem-solving skills
- Experience working with volunteers a plus
- Ability to work in a wide range of environmental conditions

COMPENSATION & BENEFITS

Compensation is based on experience. Salary range is \$15-\$16/ hour.

Tudor Place provides excellent benefits to employees, including paid leave, paid holidays, free on-site parking, and a staff Museum Shop discount for all employees; life insurance and medical benefits are available to full-time employees.

TO APPLY

Please email Helen Hubbard-Davis, Director of Finance & Administration, at careers@tudorplace.org with a resume and cover letter. Please include “**VS ASSISTANT**” in the subject line. No phone calls please.

Tudor Place is an Equal Opportunity Employer.