



## POSITION DESCRIPTION

<b>Title:</b>	Visitor Services Assistant
<b>Supervisor:</b>	Director of Education & Visitor Services
<b>Classification:</b>	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 with a pleasant and enriching experience at Tudor Place.

## 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
- Promote programs and events to visitors
- 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
- Assist with product selection and ordering for Museum Shop
- Plan for and conduct off-site sales events
- Update and refine online Museum Shop page on Tudor Place website
- Process, pack and ship Museum Shop purchases made online and by phone
- Assist with monitoring and restocking Shop inventory
- Other duties as assigned

### *Tours & Programs*

- Register and receive payment from visitors for hourly tours
- Manage daily tour and event schedule; assist with docent scheduling for guided house tours
- 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
- Assist department with maintenance of accurate site-wide visitation statistics
- Assist Private Events Manager with 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
- Flexibility, problem-solving skills and adaptability to changing needs in a customer service setting
- 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 starts at \$17/ hour.

Tudor Place provides excellent benefits to employees, including paid leave, paid holidays, free on-site parking and 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](mailto: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.**