



## POSITION DESCRIPTION 2023

<b>Title:</b>	Director of Education & Visitor Services
<b>Supervisor:</b>	Executive Director
<b>Classification:</b>	Exempt, Full-Time
<b>Supervisory Scope:</b>	Education Coordinator (FT-Non-Exempt) Private Events Manager (FT-Non-Exempt) Visitor Services Assistants (2-3 PT/FT-Non-Exempt), Interns and Fellows Volunteers
<b>Budget Responsibility:</b>	Education, Visitor Services, Rentals, Museum Shop

Tudor Place Historic House & Garden seeks a creative and energetic individual with a passion for serving the public in mission-driven work to serve as **Director of Education & Visitor Services**. This leadership role advances the Tudor Place mission by coordinating all offerings to the public and supervising the team that delivers a variety of memory-making visitor experiences. This position is pivotal to interpreting the complex history of the site and works collaboratively with all departments to provide content-rich tours, programs and resources. The ideal candidate will be a consensus-builder with a demonstrated ability to think strategically about programming and audience development, a passion for customer service and a keen appreciation of intersectionality to interpret and share history.

### RESPONSIBILITIES

#### *Education*

- Research tour and program content on all aspects of the historic house, collection and archive, garden and the people who lived, worked and were enslaved at Tudor Place; develop tours and programs that interpret difficult and complex topics with sensitivity and understanding, working closely with Curator and Collections Department
- Deliver engaging tours and programs; engage diverse audiences throughout the year with varied types of offerings
- Develop and implement educational school programs that focus on local curriculum standards
- Work with other staff members to produce informative and high-quality brochures, signage and interpretive materials
- Develop methods for regular evaluation of programming

#### *Visitor Services*

- Ensure the visitor experience is of outstanding quality by providing excellent customer service and exceptional interpretation
- Manage all aspects of Visitor Center/Museum Shop operations, including staffing, purchasing and visual merchandising
- Schedule volunteers and staff to meet visitor needs
- Recruit, train, manage and evaluate staff and volunteer docents to ensure the delivery of dynamic and informative tours

- Provide ongoing training and resources to staff and volunteers
- Ensure all public areas are clean, safe and ready to welcome visitors, program participants or clients
- Supervise all private events and group tour contracting, including review of liability issues, pricing structure and guidelines
- Develop methods for acquiring, monitoring and tracking visitor feedback
- Coordinate closely with communications staff to promote the site, the Museum Shop and private events

#### *Departmental Administration*

- Supervise activities and projects of departmental staff, including time reporting, performance evaluation, and coordination of professional development
- Track department spending and create annual budget
- Prepare quarterly progress reports for Trustee and Committee meetings
- Serve as a member of the leadership team, participating in meetings and forums, as requested by the Executive Director
- Serve on the design review team to promote Style Guide adherence
- Serve as one of the administrators for the Altru database

#### **EXPERIENCE & EDUCATION REQUIREMENTS**

- Advanced degree in museum education, education, museum studies, public history, American history, American studies or related field
- Five or more years of museum, education or visitor services experience with increasing levels of responsibility at a museum or historic site
- Supervisory experience required

#### **KNOWLEDGE, SKILLS & ABILITIES**

- Desire to work in a historic setting and respect for the preservation of a historic estate and its collections
- Enthusiasm for working collaboratively with a diverse group of colleagues and volunteers, including members of the Board of Trustees
- Knowledge of learning styles, museum education theory and practice and the ability to apply them creatively to programming and interpretation
- Excellent verbal and written communication skills; ability to communicate effectively with colleagues and with the public; public speaking experience desired
- Proficiency in Microsoft Office programs
- Knowledge of American history, architecture, decorative arts, horticulture or Washington, DC history desired
- Understanding of retail in a museum setting
- Excellent organizational and time management skills
- Knowledge of Blackbaud software, specifically Altru, a plus
- The physical requirements of this position are classified as medium work (exerting up to 50 pounds of force occasionally, and/or up to 30 pounds of force frequently and/or up to 10 pounds of force constantly to move objects)
- This position requires climbing (stairs, ladders), stooping, kneeling, reaching, standing or walking for extended periods, lifting, grasping, visual acuity, keen spatial awareness and the ability to move within constricted spaces
- Ability to work in a range of environmental conditions

**WORK SCHEDULE**

Monday-Friday with some weekends and evenings

**COMPENSATION & BENEFITS**

Compensation is based on experience. Salary range starts: \$65K

Tudor Place provides excellent benefits to eligible employees, including paid leave, paid holidays, life insurance, medical benefits, free on-site parking and a staff Museum Shop discount.

**TO APPLY**

Email Director of Finance & Administration Helen Hubbard-Davis at [careers@tudorplace.org](mailto:careers@tudorplace.org) with cover letter and resume. Please include "Director of Education & Visitor Services" in the subject line. No phone calls please.

**Tudor Place is an Equal Opportunity Employer**