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

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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 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