



POSITION DESCRIPTION

TITLE:	Visitor Services Coordinator
SUPERVISOR:	Director of Education & Visitor Services
CLASSIFICATION:	Non-Exempt, Full-Time, Non-Emergency

Tudor Place Historic House & Garden seeks a **Visitor Services Coordinator**. This position is responsible for ensuring a positive visitor experience by operating the Visitor Center, including the Museum Shop, and leading tours of the historic house. The ideal candidate will be a person who can collaborate with a team to create a vision for these experiences and regularly deliver them to the public. A skilled communicator who can navigate front-line customer interactions as capably as they can work with colleagues will thrive in this role.

RESPONSIBILITIES

Visitor Center & Museum Shop

- Open and close Visitor Center; coordinate site procedures for public hours
- Work in the Visitor Center; greet visitors and provide a general orientation to the site; assist visitors
- Promote programs and events to visitors
- Register and receive payment from visitors for hourly tours; sell Museum Shop merchandise
- Answer telephone and direct calls as needed; maintain shared phone and email mailboxes
- Maintain an orderly, attractive and welcoming Visitor Center, including restocking shelves and ordering supplies
- Assist Director of Education & Visitor Services with merchandise purchasing, product development and Museum Shop displays
- Maintain inventory in POS database, produce inventory reports and conduct physical inventory, with Director of Education & Visitor Services
- Maintain Museum Shop online storefront and process online orders
- Assist with the training of Visitor Services Assistants; assist with the training of other staff, as needed
- Other duties as assigned

Tours & Programs

- Coordinate daily schedules for both tour coverage and Visitor Center coverage, with Director of Education & Visitor Services
- Coordinate group tours, with Director of Education & Visitor Services
- Lead tours of historic house and garden
- Aid volunteer docents with tour groups
- Process registrations and payments for programs through Altru database
- Support department with maintenance of accurate site-wide visitation statistics
- Assist with volunteer records maintenance
- Assist Director of Education & Visitor Services with docent training
- Assist with special programs, some of which may occur on holidays and after regular work hours
- Help with private event rentals as needed

EXPERIENCE & EDUCATIONAL REQUIREMENTS

- Bachelor's degree (a major in communication, education, history or a related field a plus)
- 1-3 years of experience working in a museum or other customer service setting
- Experience working with volunteers a plus

KNOWLEDGE, SKILLS & ABILITIES

- Desire to work in a historic site/museum setting
- Proficiency in Microsoft Office
- Computer literacy with ability to learn necessary office technologies including *Altru*
- Courteous, professional manner
- Ease with public speaking and leading tours
- Ability to work collaboratively as part of a diverse team of museum professionals
- Flexibility, problem-solving skills and ability to adapt to changing needs
- 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

Tuesday through Saturday, 9 a.m.—5 p.m.; occasional evenings and Sundays, with advance notice, may be required.

COMPENSATION & BENEFITS

Compensation is based on experience. Salary range starts: \$43K/year.

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 with a resume and cover letter. Please include “**VISITOR SERVICES COORDINATOR**” in the subject line. No phone calls please.

Tudor Place is an Equal Opportunity Employer.