



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 with a pleasant and enriching experience at Tudor Place. The ideal candidate will understand hospitality in a museum setting and be eager to share the stories of the site.

WORK SCHEDULE

Saturday and Sundays, plus some weekday shifts

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 with product selection and ordering for Museum Shop
- Assist with monitoring and restocking Museum Shop inventory
- Process, pack and ship Museum Shop purchases made online and by phone
- Other duties as assigned

Tours & Programs

- Lead tours of historic house and garden for public and group tours
- Assist department with tour scheduling tasks
- Aid volunteer docents with tour groups
- Process registrations and payments for education programs through Altru database
- 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 public in a museum or other front-line position
- Experience working with volunteers a plus

KNOWLEDGE, SKILLS & ABILITIES

- Desire to work in a historic setting
- Proficiency in Microsoft Office
- Computer literacy with ability to learn necessary office technologies including *Altru*
- Courteous, professional manner
- Ease with public speaking or leading tour groups
- 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 wide range of environmental conditions

COMPENSATION & BENEFITS

Compensation is based on experience. Salary range starts at \$18/ 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 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.