



Visitor Engagement Specialist

Dumbarton House, a Federal period historic house museum in Georgetown, seeks a part-time *Visitor Engagement Specialist* (VES) to manage visitor center operations on weekdays and weekends. Dumbarton House, headquarters of The National Society of The Colonial Dames of America, offers visitors an opportunity to enhance their appreciation of early American history. Dumbarton House accomplishes this through tours of the museum and offers additional interpretation of the museum through private rental events, temporary exhibits, school and scout programs, and adult educational programs throughout the year.

Position Description: The Visitor Engagement Specialist serves as the frontline staff for the museum. Working out of our visitor center, the VES tasks include greeting visitors, operating our POS system for admission and gift shop sales, and providing excellent customer service. This position works closely with our volunteer docents and oversees scheduling and continuing education/enrichment to ensure a quality experience. This position is managed by the Director of Education.

*At this time, all Dumbarton House employees are required to adhere to additional safety guidelines for workplace, employee, and visitor health. As the organization adapts to the changing circumstances of the pandemic in a phased reopening plan, processes and policies are being updated to ensure safety and ensure a positive visitor experience. The VES will need to be a collaborative team member who can adapt as needed.

Schedule:

- We are currently recruiting a VES to work on Friday, Saturday, and Sunday;
- 18 hours/week, 6 hour shifts, 9:30am-3:30pm;
- Potential to add a fourth day (6 hours) starting in September.

Duties:

- Manage the visitor center and be the staff point of contact for all visitors to Dumbarton House museum;
- Serve as the on-site supervisor on weekends, including opening and closing the site;
- Provide excellent customer service, anticipating and responding to program, visitor and neighborhood needs as they arise in person, on the phone, and through email;
- Schedule docent volunteers, create a supportive, welcoming environment for volunteers, and assist with volunteer training as needed;
- Coordinate group tour reservations;
- Compile daily attendance and financial reports and handle gift shop displays and transactions as needed;
- Stay current on all aspects of museum-related programs, the collection, and exhibits;
- Give tours as needed;
- Under the direction of the Director of Education, coordinate and assemble the monthly internal newsletter and external Constant Contact communicating upcoming programs;
- Communicate and work cooperatively with the Director of Education and/or other staff on all aspects of museum operations
- Maintain and enforce museum procedures, policies, and security;
- Other duties as assigned.

Qualifications Needed:

- Visitor services, event management, customer service, or museum experience and/or comparable experience;
- Desire to work in a historic setting with respect for the preservation and care of the site;
- Ability to work calmly in stressful situations and respond appropriately and professionally;
- Self-motivated, ability to be productive without direct supervision and ability to “think on one’s feet”;
- Enthusiasm and experience for working with the public, specifically adult audiences;
- Desire to take on a leadership role;
- Excellent interpersonal and oral communication skills, including experience public speaking;
- Strength, dexterity, and mobility to perform all duties (including lifting up to 25lbs);
- Knowledge of early American history, architecture, and/or decorative arts a plus.

Compensation:

- \$18/hour
- Free on-site parking;
- Staff museum gift shop discount;
- The incumbent is paid on an hourly basis and is not eligible for museum benefits except transit benefits. Dumbarton House is an Equal Opportunity Employer.

To Apply:

- Send cover letter and resume to: **Sheridan Small, Director of Education, education@dumbartonhouse.org**; subject line: **Visitor Engagement Specialist**.
- No phone calls please.
- Application deadline is **June 27, 2021**. Ideally the candidate will start July 2 or as soon as possible.
- Qualified applicants will be contacted to schedule an interview and have references reviewed.