



Entrusted With History's Future

POSITION DESCRIPTION

JOB TITLE: Visitor Engagement Specialist

LOCATION: Washington, DC

STATUS: Part-time/Exempt

REPORTS TO: Manager of Education

EFFECTIVE DATE: 10-6-2017

START DATE: ASAP

NSCDA at Dumbarton House History:

Dumbarton House, a Federal period historic house museum in Georgetown serves as the headquarters of The National Society of The Colonial Dames of America. Dumbarton House 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 SUMMARY: The Visitor Engagement Specialist (VES) coordinates the museum visitor center, including greeting visitors, collecting admissions, overseeing the gift shop, and supporting visitor center volunteers and docents. The VES will perform other duties as assigned and may be required to work outside of normal work hours.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Visitor Center & Museum Management:

- Manage the visitor center (welcome, admission, gift shop, etc.) and serve as the staff point of contact for all visitors to Dumbarton House museum with a focus on providing a high quality experience.
- Support volunteers/docents and manage scheduling.
- Coordinate group tour reservations in concert with the Manager of Education.
- Promote museum membership to visitors and be prepared to take membership payments and highlight member benefits to the public
- Learn and stay current on all aspects of museum-related programs, the collection, and have the ability

to give tours as needed

- Anticipate and respond to program, visitor and neighborhood needs as they arise

Gift Shop Management:

- In conjunction with the Manager of Public Programs & Events, support the museum gift shop to include inventorying and purchasing.

SCHEDULE:

- The VES will work Thursday, Friday, and Sunday with 18 hours per week. The VES will work from 9:30am-3:30pm.
- This is a regular part-time position with WMATA & Bike Share benefits.
- Flexibility desired, with the preferred ability to occasionally switch shifts with another VES.

QUALIFICATIONS, KNOWLEDGE SKILL REQUIRED

- Visitor services, event management, museum education, or museum studies, or experience and/or one or more years of comparable experience required.
- Prior experience leading tours, and/or public speaking desired.
- Proactive attitude, cordiality, and excellent customer service skills.
- Knowledge of early American history, architecture, and/or decorative arts desired.
- Strong attention to detail and ability to multi-task.
- Ability to manage events with various stakeholders, to make thoughtful decisions quickly under pressure, and to adapt to changing conditions (weather, sick guest, etc.) quickly and with tact.
- Organizing, speaking, and writing skills.
- Proficient in Microsoft Office software (outlook, word, excel) and iPad's, and willingness to learn.
- Strength, dexterity, and mobility to perform all duties, including lifting objects, stooping, bending, climbing stairs and working in tiring and uncomfortable positions.

ADA SPECIFICATIONS:

- Ability to continuously stand or walk.
- Ability to bend, climb stairs and lift frequently.
- Ability to lift up to 15 pounds frequently.
- Ability to squat occasionally.

The above statements are intended to describe the general nature and level of work being performed by the individual(s) assigned to this position. They are not intended to be an exhaustive list of all duties, responsibilities, and skills required. Management reserves the right to modify, add, or remove duties and to assign other duties as necessary. In addition, reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of this position.

