Position Information

Title: Visitor Engagement Associate - Level 2

Compensation: $12.50 per hour

Status: Part Time

Reports to: Site Director – Appomattox

Location: Appomattox, VA

Summary

The Visitor Engagement Associate (Level 2) fosters inviting and engaging front-line visitor experiences while maintaining essential components of Museum operations. As part of the Visitor Engagement team, the VEA-2 proactively interacts with visitors to ensure high levels of customer service and satisfaction while ensuring smooth operation of front desk operations, retail functions, public program and interpretation execution, general visitor safety and site security. The VEA-2 specializes in facilitating engaging interpretive programs for public audiences of all ages and backgrounds.

The Department of Visitor Engagement delivers a visitor experience that meets the needs and expectations of on-site visitors. This department is responsible for everything that pertains to the face-to-face delivery of information, orientation, interpretation, and sales in the museum. Encounters with the public take many forms and include front desk operations, booked group programs; guided tours, informal interpretation, public programs; and special events.

Duties and Responsibilities

Interpretation/Education

- Presents formal and informal interpretive programs using a wide variety of techniques tailored to each audience’s age, background, interests, and needs. Comfortable using appropriate hands-on activities to engage visitors, including offerings for family audiences, student field trips, adult tours, and general public visitors.

- Delivers interpretive content using a wide variety of techniques tailored to each audience’s age, background, interests, and needs. Comfortable using appropriate hands-on activities to engage visitors.

- Interprets the history of the ACWM, local historic sites, and the Civil War.

- Continues to enhance knowledge of the Civil War, including reading established and emerging scholarship on the causes, course, and consequences of the Civil War and its legacies.
**Visitor Services**

- Greets, welcomes and provides an orientation to visitors.
- Provides front-line Museum operations, including front desk operations, ticket sales, retail sales utilizing a POS register system.
- Supports the overall visitor experience of the ACWM by providing exceptional customer service, including concierge services, such as directions, and recommendations for other amenities in the local community and/or arts, culture and history community.
- Upsells Memberships to visitors, as appropriate.

**Retail**

- Replenishes inventory.
- Maintains our store’s clean and neat appearance, and assists with remerchandising as directed.
- Engages with visitors in store to assist with purchases.

**Operations & Administration**

- Monitors the site and exhibits for general visitor safety and security.
- Assists with compilation and analysis of visitor statistics including attendance records and visitor surveys, including reconciliation of bi-weekly income accounting.
- Participates regularly in department meetings and staff meetings.
- Contributes to planning teams and committees for larger Museum projects, as needed.
- Collaborates with internal and external stakeholders in a professional and courteous manner, including colleagues in other departments, volunteers, interns, and collaborators in the community.
- Assists museum administration with basic tasks as needed. Other duties or projects as assigned.

**Required Qualifications**

- Minimum of a high school diploma, with some college (or equivalent) experience.
- Demonstrated experience providing engaging educational experiences to a wide variety of audiences using hands-on activities or other interpretive techniques.
- Demonstrated passion for History, Education, and/or Interpretation.
- Superior public communications skills.
- Excellent customer service skills.
- Ability to manage multiple projects with concurrent deadlines
- Ability to work both independently and collaboratively.
- Ability to adapt quickly and positively to changing circumstances.
- Ability to work a flexible schedule, which regularly includes weekends, holidays, and an occasional evening. Approximately 20-25 hours weekly (2-4 7-hour days/week)
- Ability to perform physical tasks associated with the position, with or without reasonable accommodations:
  - Ability to lift up to 40 lbs. on a regular basis.
  - Ability to climb stairs.
  - Ability to stand for extended periods.
Ability to work indoors and outdoors in varied weather conditions.

Preferred Qualifications

- Bachelor’s degree in History, Education, Museum Studies, or related field.
- Demonstrated experience presenting programs at a museum or historic site setting, or classroom teaching experience.
- Demonstrated experience providing engaging educational experiences to a wide variety of audiences using hands-on activities or other interpretive techniques.
- Demonstrated experience in teaching in a formal or informal learning environment or format.
- Demonstrated experience with a Point of Sale (POS) system.
- Demonstrated front-line customer service experience at a museum, historic site, or public-facing environment.
- Substantial knowledge of nineteenth-century American social and Civil War history developed through formal education, professional experience or personal study.