



THE AMERICAN CIVIL WAR MUSEUM

Position Information

Title: Visitor Engagement Supervisor

Compensation: \$14.00 - \$15.00/hour, commensurate with experience

Status: Full Time

Reports to: Visitor Engagement Manager

Apply: Send resume to Chuck Young at cyoung@acwm.org

Summary

The Visitor Engagement Supervisor oversees front-line associates (VEAs) and operations at the Richmond campuses. The Supervisor ensures smooth operation of site opening/closing procedures, site operations, public program and interpretation execution, retail functions, basic safety compliance, and training.

The Visitor Engagement Department delivers a visitor experience that not only meets the needs and expectations of on-site visitors, but leaves a lasting and meaningful impression. This department is responsible for everything that pertains to the face-to-face delivery of information, orientation, interpretation, and sales in the ACWM. 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

- Interprets the history of the American Civil War and its legacies, and relates the war to current events.
- Coordinates and presents formal and informal interpretive programs for family audiences, student field trips, adult tours, and general public visitors.
- Other duties or projects as assigned

Operations and Administration

- Implements the Museum's front line opening/closing, cash handling procedure, and emergency operations.
- Supervises front-line operations and part-time and volunteer VEAs.
- Maintains accurate records and supplies: Tracks program attendance, supply levels, and (as needed) evaluations.
- Supports other department activities, including support for staff and volunteer training
- Contributes to planning teams and committees for larger Museum projects.
- Supports the overall visitor experience of the ACWM by providing exceptional customer service.

Visitor Services

- Oversees the implementation and performance of an effective and efficient visitor services operation.
- Provides front desk coverage to ensure continuous operation of the visitor service function as needed.

Retail

- Executes the daily performance of an effective and efficient retail operation.
- Engages with visitors in store to assist with purchases.

Qualifications

- Bachelor's degree in History, Education, Museum Studies, or related field preferred; minimum of a High School Graduate, with some college (or equivalent) experience.
- Substantial knowledge of nineteenth-century American social and Civil War history developed through formal education, professional experience or personal study.
- A minimum of one to two years of experience presenting programs at a museum or historic site setting, or classroom teaching experience.
- Two years front-line customer service experience at a museum, historic site, or public-facing environment.
- Demonstrated experience providing engaging educational experiences to a wide variety of audiences using hands-on activities or other interpretive techniques.
- Demonstrated experience successfully leading projects or teams of people.
- Demonstrated experience with a Point of Sale (POS) system
- Superior public communications skills.
- Excellent customer service and leadership skills, with a minimum of one year's supervising and training staff, volunteers, and/or interns.
- Possess excellent organizational skills, and be detail oriented.
- Ability to manage multiple projects.
- Ability to work both independently and collaboratively.
- Ability to adapt quickly and positively to changing circumstances.
- Ability to work a flexible schedule, which includes **weekends**, evenings, and holidays. Approximately 40 hours weekly (eight hours per day, five days per 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