



Program & Visitor Engagement Specialist

Dumbarton House, a Federal period historic house Museum in Georgetown, seeks a part-time *Program and Visitor Engagement Specialist* to manage programs and visitor service 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 Program & Visitor Engagement Specialist coordinates with the Education Manager to oversee the management of the Museum's program and visitor center experience including; part-time staff, general public and program participants, and program partners. This position is managed by the Education Manager.

Schedule:

- 10-13 hours per week, Wednesday and Saturday availability required
- Day and evening availability is needed for weekday shifts. Work hours on weekdays will vary depending on program schedule. E.g. 9-3pm when there are no programs, 3pm-9pm when there is an evening program.
- Weekend shifts correspond with museum hours; 10am-4pm.
- This is a temporary, part-time position with regular hours through October 31st, 2016. There may be an opportunity to continue in this position after the above date.
- Flexible schedule desired, with the preferred ability to occasionally switch shifts with another PVES on a Thursday/Sunday schedule.

Duties:

- Maintain and enforce museum procedures, policies, and security as necessary including; opening/closing of the property and Museum; safety of the collection; and safety of visitors, volunteers, and staff;
- Supervise and support part-time staff and volunteers;
- Assist Docents with Visitor Center operations, including greeting visitors, giving guided tours, gift shop sales, etc.;
- Assist with museum-related programs (pubic & youth) and implementation including set-up, coordination of p/t staff, welcome and introduction, admissions, leading activities, clean-up, etc.;
- Manage reservations/registration and related correspondence, prepare supplies, coordinate communication with p/t staff and partner organizations;
- Compile attendance and financial reports
- Anticipate and respond to program, visitor, and neighborhood needs as they arise (ex. restock food, set out more chairs, etc.);
- Communicate and work cooperatively with the Education Manager and/or other staff on all aspects of programs and weekend/evening operations including personal schedule, supplies, logistics, and staff;
- Learn and stay current on all aspects of the Museum and collection and give tours as needed;
- Complete office work as assigned;

- Introduce potential rental event clients to the site and provide initial support for special rental events as needed;
- Maintain all public areas as needed, including restrooms, outdoor walkways, Visitor Center, etc.; and
- Other duties as assigned.

Qualifications Needed:

- Visitor services, event management, museum education, or museum studies, or experience and/or one or more years of comparable experience;
- Excellent interpersonal and oral communication skills;
- Ability to work calmly in sometimes stressful situations and respond appropriately and professionally;
- Prior experience supervising others, ability to take a leadership role and delegate responsibility
- 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;
- Strength, dexterity, and mobility to perform all duties (including lifting up to 50lbs);
- Prior experience leading tours, and/or public speaking skills; and
- Knowledge of early American history, architecture, and/or decorative arts a plus.

Salary:

- \$15/hour
- \$10.50/hour for participation in mandatory training sessions outside of regular hours, e.g.: first-aid training
- The incumbent is paid on an hourly basis and is not eligible for Museum benefits. Dumbarton House is an Equal Opportunity Employer.

To Apply:

- Send cover letter and resume to: **Stephanie Boyle, Education Manager,**
education@dumbartonhouse.org; subject line: Program and Visitor Engagement Specialist
- No phone calls please.
- Please submit applications as soon as possible. Ideally the candidate will start by June 22nd.
- Qualified applicants will be contacted to schedule an interview.