

Stratford Hall Position Description

Title: Visitor Services Associate
Reports to: Director of Education
Supervises: N/A

Stratford Hall, a national historic landmark, is seeking candidates for the position of **Visitor Services Associate**. This is a part-time variable hour, non-exempt position.

Summary:

This is a part-time position, with variable hours depending on the season. This position will average 24 to 29 hours during the spring/summer and 16 to 24 hours during winter operations. The Visitor Services Associate reports to the Director of Education and is responsible for maintaining a high standard of guest services while assisting in day-to-day operations of the museum. Duties include managing a cash box and using Square Point of Sale (POS) for transactions, excellent front-line guest services, accurately presenting, and interpreting the historical grounds, exhibitions, and programs, providing security and visitor assistance in the Great House/historic area, assisting in the delivery of educational programs (on and off site), and other duties as necessary that align with the Museum's strategic plan and mission.

Salary: \$12.00 - \$13.00 an hour depending on experience and education.

Duties and Responsibilities:

Essential Functions:

- Work in the Visitor Center, Front Gate, and security as needed.
- Support colleagues with school group activities and outreach programs as needed.
- Work special events, weekends, and holidays when needed.

Non-essential Functions:

- Light housekeeping in historic area and Visitor Center as needed.
- Additional assigned duties related to those essential functions stated above.

Required Education & Experience:

- High school diploma or equivalent required. A Bachelor's degree in a related field preferred.
- A minimum of 1 year customer service experience required. Museum or public history experience preferred.

Specifications & Physical Requirements

- Maintain professional behavior with the ability to work with limited supervision.
- Ability to communicate effectively.
- Ability to sit, stand, or walk for prolonged periods of time
- Ability to lift, pull, and carry 15+ pounds.
- Must be willing to work outdoors in adverse weather conditions including rain, cold, heat, and humidity.
- Must be available to work weekends, holidays, and occasional evenings.

About Us:

Stratford Hall is a National Historic Landmark located in Westmoreland County, VA nestled along the Potomac River. A publicly accessible museum and historic site for over ninety years and home to the only two brothers to have signed the Declaration of Independence, Stratford Hall will leverage the upcoming 250th Anniversary of the birth of our nation to reintroduce our broad and diverse stories to our communities and stakeholders. A model of historic preservation and land conservation, Stratford Hall contributes actively to the Northern Neck community and encourages applications from strategic thinkers committed to joining this collaborative and dynamic leadership team as we undergo a transformative strategic planning process.

What We Offer:

Stratford Hall offers competitive pay for the non-profit sector. We are an Equal Opportunity Employer committed to creating an inclusive and collaborative culture among our staff, which we believe is critical to advancing our mission.

Prospects interested in helping to ensure Stratford Hall remains relevant for future generations and in making a difference at our historic site, in our field, and to our community are encouraged to apply. For more information about our organization please visit www.stratfordhall.org

How To Apply:

Please submit a cover letter and resume to Kelly Childress, Director of Education, at kchildress@stratfordhall.org with “Visitor Services Associate” in the subject line of the email. The position will remain open until filled.

The organization does not discriminate based on race, ethnicity, religion, gender, gender identity, sexual orientation or any other characteristic protected by law.

Essential functions, as defined under the Americans with Disabilities Act, may include the following tasks, knowledge, skills and other characteristics. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.