

JOB DESCRIPTION

Title: Visitor Services Assistant **Date:** March 2025
Division: Preservation
Department: Historic Sites
Office: Oatlands
Supervisor: Sr. Manager of Operations
Grade: Seasonal PT **OT Status:** Non-exempt **Supervisory:** No

Situated on the ancestral and unceded lands of the Manahoac and Piscataway, Oatlands is located in Leesburg, Virginia. Constructed in 1810 as a plantation and site of enslavement, Oatlands initially encompassed 3,408 acres and produced wheat in addition to running grist and saw mills. Over 154 years of private ownership, the property was reduced in size and its mansion repurposed as a boarding house, a summer home and girls school.

Today, Oatlands consists of natural spaces, cultivated acreage, gardens and 28 buildings spanning the 19th and 20th centuries. Oatlands is centered in its Lands—its larger landscape open for the benefit of all, encouraging awareness of our shared world. It is grounded in History—valuing and lifting the voices of all who have shaped and been shaped by this historic site. And it is dedicated to Scholarship, for it is only through the active pursuit of knowledge that we can sustainably preserve and advance the significance and relevance of this important historic site.

JOB SUMMARY

This seasonal position administers tasks related to Visitor Services, Events, and Programming under the supervision of the Sr. Manager of Operations, according to the organization's standards and processes, ensuring a positive, creative, and mission-based experience for Oatlands visitors. Visitor Services Assistants work from the Administrative Building and Gift Shop Center, providing support. This position is for an experienced, confident keyholder who can open and/or close the site, engage with visitors purchasing tickets and sales. In addition they provide support during public and educational programs and engage a wide range of visitors, willing to be flexible with their workplan. Schedule is 6-20 hours per week, depending on the site's needs and calendar of events.

DUTIES

- With guidance from the Sr. Manager of Operations, assist with implementing events and programs through thoughtful planning to engage visitor experience.
- Keep events and programs on schedule following established site practices, keeping within approved budgets by tracking expenditures.
- Help support a welcoming and efficient "front of house" operation that includes detailed attention to admissions and ticketing procedures, telephone communications, shop sales, visitor amenities, general inbox inquiries, and fulfilling box office requests.
- Ensure quality experiences by assisting with group bookings and payment; working closely with the staff scheduler to ensure a seamless experience for group visits.
- Offer timely and consistent feedback to the supervisor regarding each program and event; and foster an entrepreneurial team approach through support, planning, and coordination of events/programs and the smooth functioning of their activities.
- Frequent weekend, evening, and event coverage are expected and required.
- Additional duties as assigned.

QUALIFICATIONS

- Knowledge of and enthusiasm for history, architecture, or other cultural topics related to the site with at least 2+ years of demonstrated relevant experience in interpretative/educational programming, is preferred.
- Previous experience in visitor service oversight, including leading teams and/or supervising other staff is preferred. Previous experience in retail and customer service at a museum, historic or cultural setting is a plus.
- Basic math and cash handling skills required. Experience with point-of-sale retail systems, registers, and ticketing systems; Square preferred.
- Excellent writing, spelling, grammar, and proofreading skills, as well as strong verbal communication and customer service skills. Strong organizational skills.
- Experience successfully interacting with key stakeholders. Ability to collaborate and achieve results. When working in the office, public contact, and the ability to work successfully in close proximity to others are required. When working off-site, the ability to work effectively in a remote environment, maintaining productivity and communications to meet deadlines and goals, is required.
- Demonstrated success in working with culturally diverse colleagues, stakeholders, and a culturally diverse audience. Ability to speak and read English fluently. Bi-lingual language skills are a plus.
- Ability to prioritize, multi-task efficiently and respond to a high volume of ongoing requests in a timely fashion. Ability to adapt and be flexible in a dynamic work environment. Ability to work effectively with frequent interruptions required. Able to handle frequently changing and/or unscheduled tasks with accuracy. Entrepreneurial spirit and skill set are a plus.
- Ability to continually develop skills related to the use of rapidly changing technology and communications best practices.
- Proficiency with Microsoft Office products required, including Outlook, Word, and Excel. Experience with website maintenance and other online promotional tools.
- Regular and reliable attendance is required.
- Ability to work weekdays, weekends, Holidays, and evenings as needed. Regular and reliable attendance is required.
- Minimum physical requirements include but are not limited to the ability to lift and carry up to 40 lbs. and the ability to stand frequently and climb stairs.

Employee Name

Employee Signature

Date