**The George Washington Foundation - Fredericksburg, VA**

**Closes:** April 19, 2024

**Title:** Manager of Visitor Services and Interpretation

**Reports To:** Director of Education

**Status:** Full-time, salaried; work schedule is Tuesday-Saturday with some weekends and evenings required.

**Apply:** To apply, please send a resume, a cover letter including salary requirements, and a one-page writing sample to waters@gwffoundation.org

**Description:** The George Washington Foundation seeks a full-time Manager of Visitor Services and Interpretation. Headquartered in Fredericksburg, Virginia, the Foundation owns and operates two historic sites: George Washington’s Ferry Farm and Historic Kenmore. This position works as part of the Education Department to manage visitor services across both sites and to assist with the creation and implementation of engaging and memorable learning experiences. More information about the foundation can be found on our [website](https://kenmore.org/).

**Duties & Responsibilities:**

Specific responsibilities include but are not limited to:

Visitor Services:

* Facilitate daily operation of the Visitor Centers’ front desks, providing support for front desk staff and volunteers
* Schedule volunteers and staff to meet daily tour needs
* Ensure all public areas are clean, safe and ready to welcome visitors
* Use SimpleTix software to manage daily tour reservations
* Book reserved group tours, communicate with tour groups, and handle day of logistics to include staffing
* Process group tour invoices
* Develop monthly reports of visitation statistics and staff and volunteer hours
* Develop visitor surveys and analyze feedback
* Serve as Saturday Manager on Duty (MOD)

Interpretation:

* Hire, train, supervise and evaluate interpretive staff, including part-time historic house interpreters, volunteers, and front desk staff
* Organize and implement training sessions for interpretive staff in conjunction with the Education Director
* Collaborate with Education Director and School and Youth Programs Manager to implement interactive activities in Visitor Center spaces
* Assist education department staff with public programs and school field trips as needed
* Lead guided tours at Historic Kenmore and/or George Washington’s Ferry Farm as needed. Comfort discussing difficult topics with a wide range of audiences is necessary.

**Qualifications:**

Experience and Education Requirements:

* Advanced degree in Museum Studies, Education, American Studies or other related fields, or an equivalent combination of education, training, and/or experience.
* Previous experience working at a historic site or museum in visitor services or education role

Knowledge, Skills, and Abilities

* Excellent verbal and written communication skills; ability to communicate effectively with colleagues and with the public
* Excellent organizational and time management skills
* Demonstrated leadership skills
* Knowledge of early American history with an emphasis on 18th-century Virginia
* Commitment to telling stories from multiple perspectives and to talking about difficult subjects
* Experience with Microsoft Office Word, Excel, PowerPoint, Outlook, Google Drive, Gmail, and Zoom and a willingness to learn new platforms.
* Knowledge of SimpleTix and Square POS software a plus

Physical Demands:

The Manager of Visitor Services and Interpretation must be physically able to stand and walk with a group for 45 minutes or longer and be able to climb stairs. May involve walking outside between the visitor center and historic site during hot or inclement weather. While performing the duties of this position, the Manager is regularly required to reach with hands and arms, speak for extended periods of time to an audience, and listen. They may need to lift and carry objects such as a small water cooler, walkie-talkie, printed material, or cleaning supplies. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The George Washington Foundation is an Equal Opportunity Employer. We do not discriminate on the grounds of race, color, religion, sex, age, disability, or national origin in the hiring, retention, or promotion of employees.