

Title: Visitor Services Team Lead (Weekends)

Reports to: Manager of Visitor Services and Interpretation

Status: Part time, hourly. Approximately 12-14 hours per week.

Salary: \$14.50/hour

Description: The George Washington Foundation owns and operates two historic sites in Historic Fredericksburg VA, George Washington's Ferry Farm and Historic Kenmore. Visitor Services Team Leads are responsible for managing the front desk and cash register at both Ferry Farm and/or Historic Kenmore and for providing top-quality customer service at each site's Visitor Center. As the direct line of contact with visitors, our Visitor Services Team Leads play an important role in the overall visitor experience at both locations.

Currently, we are searching for a candidate with weekend availability.

Duties and Responsibilities:

- Accurately and efficiently process admission and merchandise sales at the front desk using a Square point of sale system.
- Maintain the appearance and order of the visitor's center.
- Answer and direct telephone inquiries.
- Act as a representative of the Foundation to all visitors.
- Record any problems or issues that may arise on weekends and report them to the appropriate upper management team member.
- Collaborate with the Historic Interpreters to manage the daily tour schedule.
- Possess basic historical knowledge of both Ferry Farm and Historic Kenmore, enough to adequately respond to visitor inquiries.
- Attend scheduled staff meetings and trainings.
- Remain informed of upcoming programs and events.

Minimum Qualifications:

- High School Diploma, GED, or equivalent degree, plus minimum 1 year of previous experience in a customer service-oriented position.
- Familiarity with POS systems and/or cash transactions. Experience with Square POS not necessary but preferred.
- Weekend availability required. Occasional weekday availability to assist with coverage is not necessary but would be welcome.
- Problem solving and comfort with independently making decisions.

- Good attitude in a team environment.
- Highly motivated with an ability to adapt to change.
- Interest in history and in working with the public.
- Comfortable with public speaking.
- Must be able to work at either Ferry Farm or Historic Kenmore depending on the day.
Must have reliable transportation to both sites.
- Occasional holiday availability may be required.

Physical Demands: Visitor Services Team Leads must be able to stand behind a desk for prolonged periods of time. They must be capable of navigating around the visitor's center and occasionally outside. While performing the duties of this position, they are regularly required to reach with hands and arms, lift and carry objects of up to 45 lbs, bend down to access items at ground level, and travel up and down stairs. They will also need to use fine motor skills to perform tasks such as operating a touch screen, typing, writing, using keys, and counting cash. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Application Materials: please email a resume, cover letter, and 1-3 professional references to Sarah Alden at alden@gwffoundation.org.