



**JOB TITLE:** Visitor Services Associate  
**EMPLOYMENT CATEGORY:** Hourly, non-exempt, up to 25 hours per week  
**DATE UPDATED:** April 17, 2021  
**REPORTS TO:** Visitor Services Manager

**POSITION SUMMARY:**

The Visitor Services Associate is expected to assist with all aspects of visitor services at the William Paca House and Gardens: staffing the reception desk; admissions, membership, and program sales; collecting visitor statistics; maintaining site security; giving tours, both inside and outside; and assisting with public programs, events, and other duties as assigned.

**MAJOR RESPONSIBILITIES:**

- Assists with general museum reception and visitor services and maintains the highest standards of customer service for all visitors.
- Responds effectively and knowledgeably to questions from visitors regarding Historic Annapolis, Inc., HA sites and exhibit information, planned programs/events, local tourist information, and membership and volunteer opportunities.
- Responsible for all opening and closing procedures, both at the register and reception desk and in opening and closing the William Paca House and Gardens, Hogshead, and HA Museum.
- Performs accurate sales processing, admissions, event, and membership sales through our software platform (Altru) to balance the day's business in the appropriate manner.
- Provides in-depth and engaging tours of the William Paca House and Garden, Hogshead, and future exhibits including those at the HA Museum.
- Answers the telephone and provides requested information. If unable to answer the question, VSAs forward the call to appropriate staff members, using good communication skills and working collaboratively to do so.
- Ensures organization, restock supplies, and clean as needed to optimize the appearance of the front desk area.
- Participates in all aspects of setup/break down and staffing of HA events in support of the organization as requested and needed.
- Assists with public, education, and fundraising programs.

- Is knowledgeable about HA membership levels and benefits and promotes HA membership sales.
- Willingly and enthusiastically assists HA staff with tasks as needed, including administrative tasks and public and fundraising programs.
- Would be able to lift and carry up to 20 pounds occasionally for set up.
- Other duties as assigned.

### **JOB SKILLS, KNOWLEDGE AND EDUCATION:**

- College preferred, high school or G.E.D. essential. Those with degrees in history, art history, museum studies, education, or related fields are encouraged to apply.
- A minimum of one year of work experience in retail or customer service position.
- Demonstrated interest in and aptitude for providing high-quality educational content to a diverse general public.
- Dedicated commitment to the philosophy and mission of Historic Annapolis.
- Excellent customer service abilities, accuracy, enthusiasm, and productive work ethic.
- Effective oral, written, and interpersonal communication skills.
- Effective knowledge of HA properties and programs as well as Annapolis tourism and restaurants.
- Ability to deal tactfully and effectively with a diverse population of visitors and staff.
- Demonstrated organizational and time management skills.
- Proficiency in Microsoft Word, Excel, database system and Power Point required.
- Ability to follow policies, procedures, and instructions to accomplish assigned tasks accurately and appropriately.
- Demonstrate a desire and ability to function as a team player, including working a flexible schedule, including evenings and weekends, to accommodate the needs of Historic Annapolis.
- Public speaking experience.

Please submit a cover letter and resume to [lucy.mikhailova@annapolis.org](mailto:lucy.mikhailova@annapolis.org).