



16 Loudoun Street SW, Leesburg, VA 20175

Loudoun Museum Visitor Experience Associate

Hours: 15-20 hours; requires regular weekend work

Salary: \$15 per hour

Position Objective:

The Visitor Experience Associate, reporting to the Executive Director, is primarily responsible for ensuring an exceptional visitor experience that supports the Museum's mission and is aligned with its strategic objectives. S/he provides strong leadership and for all frontline duties and serves as the initial and primary point of contact for visitors to the Museum. This person also will have the ability to work on research projects relating to Loudoun's history.

Primary Responsibilities:

- This person will be responsible for covering the frontline duties during the museum's operating hours, particularly on the weekends.
- Coordinates special admissions, such as group tours, walking tours, membership admissions, private tours, or special requests working in conjunction with other museum staff.
- Supervises and performs accurate daily cash transactions for admissions, sales, memberships, and other programs. Reconciles daily cash, completes appropriate reports and submits admissions income daily.
- Will supervise volunteers while the museum is open.
- Develops monthly reports on visitation and responds to additional requests for special reports as requested.
- Participates in museum events and programs as necessary, which may include set-up assistance, event hosting, supervising an event function, creating signage, directing volunteers and providing administrative support before or during the event.
- Will assist the museum staff on research for exhibits and walking tours when time permits.
- Other duties as assigned.

Desired Skills and Experience:

- Some Bachelor's Degree coursework with focus on History, Public History, Museum Studies or other similar background.
- Presentation skills and time management.
- Proven experience of working and managing in a customer service environment and encouraging high standards of visitor care.
- Excellent interpersonal and communication skills.
- Flexible approach to working as part of a team.

Application Instructions:

- To apply, send a cover letter and resume with three references to jrizzo@loudounmuseum.org. The position is open until filled.