



NATIONAL TRUST  
for HISTORIC PRESERVATION

## JOB DESCRIPTION FORM

**Department:** Stewardship of Historic Sites                      Date Prepared: February 2010  
**Office:** Glass House  
**Job Title:** Visitor Center Associate - Weekends & Evenings  
**Supervisor's Title:** Visitor Center Manager  
**Grade Level:** PT                      **Core vs Program**    Program                      **OT Status:**     Exempt     Non-Exempt

**JOB SUMMARY:** *Summarize the overall purpose of the position and the end results expected.*

The Visitor Center Associate will be the primary "on-the floor" point person for the Glass House Visitor Center, reporting to the Visitor Center Manager who oversees all VC business elements and tour operations. This post is responsible for providing excellent client service for all visitors while processing retail sales and completing ticket transactions. This position is seasonal from mid/late April through the beginning of December and will cover nearly all weekends and Holidays, and some evenings.

**DUTIES, RELATIONSHIPS & EVALUATION CRITERIA:** *List the major duties of this position in order of importance, as well in key internal and external relationships and criteria for evaluating success.*

Key roles and responsibilities

- Assist in preparing for daily opening by checking all events related the Philip Johnson Glass House including standard tour schedules, special events, and patron tours. Assess and maintain the appearance of the interpretive and retail spaces of The Visitor Center, open cash register and ticketing software, and turn on any visual elements in the Visitor Center.
- Assist in preparing for daily closing by cashing out the register, preparing daily financial reports, report on daily retail sales, maintain the appearance of the Visitor Center, inform Manager of daily events, and turn off any visual elements in the Visitor Center.
- Process ticket and retail transactions.
- Provide excellent customer service in person and over the phone by being prepared to answer all visitor questions in an informative, supportive, and gracious manner. The Associate should be prepared at all times to provide information concerning area parking, restaurants, shopping, local transportation and directions to visitors. Maintain and give out maps, train schedules, etc.
- Greet and orient all tour visitors in collaboration with the Glass House guide team and Visitor Center Manager. Troubleshoot problem areas in guide schedule and ticket reservation schedule.
- Work to maximize ticket and retail sales.
- Demonstrate a collaborative, positive and supportive spirit while working with all staff members of the Philip Johnson Glass House including - Visitor Center Manager, Tour Guides, and Van Drivers. Anticipate and/or communicate any problems and suggestions to Visitor Center Manager. Provide suggestions to improve and expand the visitor experience.
- Schedules all guides for standard tours in collaboration with the Visitor Center Manager. (Private & Patron Tour and special events are scheduled through Development team and coordinated with the VC Associate)
- Work on business reporting and product development with the VC Manager and Director of Finance and Operations.

- Assists Director of Visitor Experience to develop and prepare orientation and training materials for Glass House Guides. Participates in all Guide meetings and training sessions
- Maintains VC literature and media resource area and monitors distribution and check-out of books, articles, media etc used by GH staff and guides.
- Assist with other duties as needed; including the occasional lifting and stocking of retail inventory etc.

Key internal relationships

In addition to reporting to the Visitor Center Manager, this position will interact closely with the Director - Finance & Operations, and the Director Visitor Experience.

Key external relationships

This position will interact with retail clientele and vendors.

**QUALIFICATIONS:** *List the minimum years and type of experience and/or level of education required.*

- MA in Museum Studies or a related field valuable but not required
- Retail experience valuable but not required
- Minimum of 3-5 years experience in professional capacity
- Ability to work in fast-paced environment with flexibility and poise
- Outstanding verbal communications skills
- Excellent client service skills
- Willingness to work nearly all weekends and holidays

About this Position:

This is a part-time / seasonal, maximum 35 hours per week position. Active employment and training to begin late March with tours beginning in May. Employment to conclude in early December after the close of the tour season.

Interested parties can forward their resume/CV and a letter of introduction to Kate Lichota, Visitor Center Manager at [kate\\_lichota@nthp.org](mailto:kate_lichota@nthp.org) with a cc: to Greg Sages, Director of Finance & Operations at: [greg\\_sages@nthp.org](mailto:greg_sages@nthp.org)

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*Employee's Name (print or type)*

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*Employee's Signature*

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*Date*

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*Supervisor's Signature*

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*Date*