



**National Trust *for*
Historic Preservation**
Save the past. Enrich the future.

JOB DESCRIPTION

Title: Woodrow Wilson House Guide
Division: Preservation
Department: Historic Sites
Office: Woodrow Wilson House
Supervisor: Manager of Business and Finance
Grade: Hourly **OT Status:** Non- Exempt **Budget Status:** Core

JOB SUMMARY

Each Museum Guide presents The President Woodrow Wilson House and the National Trust for Historic Preservation to the visiting public through guided tours and educational programs to convey a greater understanding of President Woodrow Wilson, his public and private life and his ideals. Each Guide is also responsible to assist visitors with ticketing and sales in the Gift Shop.

DUTIES

- Interpret the House, its architecture, landscape or artifacts through interactive experiential tours that encourage visitors to better understand and appreciate the site within historical and contemporary contexts.
- Engage visitors in active observation, discussion and synthesis during guided tours.
- Respond to different groups of visitors (adults, school children, families) by varying tour content and techniques as appropriate.
- Convey the mission of the House and the National Trust for Historic, including announcing current initiatives and upcoming programs and events.
- Assist in providing collections security (building, objects, grounds) and visitor safety, responding calmly and professionally to emergencies and promptly notifying supervisor of incidents or unsafe conditions.
- Open and close the House in accordance with procedures established by the House and the National Trust.
- In the Gift Shop, assist visitors, whether with shop purchases, questions, directions or other needs, providing accurate information to the public.
- Demonstrate product knowledge to assist customers in selections and promote sales.
- Assist with ticketing and site admissions functions as required.
- Perform sales on point-of-sale system in the Gift Shop quickly, accurately and efficiently.
- Operate House and Gift Shop, as assigned, in accordance with daily opening and closing procedures established by the site and the National Trust.
- Re-stock Gift Shop merchandise as needed, helping to maintain an orderly and attractive store and an organized stockroom, including dusting and cleaning as needed.
- Provide exceptional customer service to all House guests and interact positively and professionally with all House colleagues.

- Attend all required in-service training sessions and contribute insights drawn from tour experiences and visitor response. Participate actively in training programs and other opportunities in order to expand site knowledge and strengthen interpretive skills.
- Assist as needed with educational activities, special events and other additional duties and responsibilities.

QUALIFICATIONS

- Effective and engaging presentation skills, tempered with the ability of succinct expression. Excellent verbal and written communication skills, with ability to speak and read English fluently. Bi-lingual fluency (in English and another language) a plus.
- Some experience in public speaking, acting and presenting educational or promotional information to the public or other customer service role. Previous experience as an educator, guide, tour leader or related role preferred; experience in a museum or historic or cultural setting a plus.
- Knowledge of and enthusiasm for history, architecture or other cultural topics related to the site preferred.
- Demonstrated ability to engage effectively with culturally diverse audiences, and audiences of varying age.
- Basic problem-solving skills, including issue identification and prioritization.
- Ability to adapt and be flexible in a dynamic work environment.
- Ability to continually develop skills related to use of rapidly changing technology and communications best practices.
- Ability to work weekends and some holidays desirable
- Minimum physical requirements include but are not limited to: Ability to stand for periods up to an hour to speak at an acceptable volume for group presentations, to climb stairs.
- Two years of college or equivalent work experience in historic site interpretation, acting, teaching or other related field required; studies in history, architecture or other topics related to specific site programs preferred.

Employee Name

Employee Signature

Date