



# Washington Heritage Museums

## Historic Site Interpreter Job Description

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### Position Summary

Interpreter positions are part time, hourly and provide no benefits. Washington Heritage Museums (WHM) operates four 18th century museums, three of which are open to the public year-round. The interpreter is directly supervised by the Site Manager. The job description for Historic Site Interpreter refers and applies to all staff that are titled as docents, guides or interpreters at Washington Heritage Museums.

### Requirements

Interpreters must enjoy history and the general public. Position requires standing for periods of time, and some steps. Must like working with and speaking to the public for several hours at a time. Prior knowledge of American History and or giving public tours preferred.

Position is part time and does require working weekends and some occasional after-hours events.

### Duties

1. Interpreters will provide accurate and well organized tours of the site to the general public, tour groups, and school groups.
2. Interpreters serve as primary customer service contacts and will welcome the public, collect admission fees or tickets, and direct visitors to facilities, exhibits, and interesting aspects of the museums.
3. Interpreters represent the site and WHM to visitors and shall conduct themselves at all times in a courteous and professional manner. They promote the organization's goals and programs, the need for financial support, and the advantages of becoming a member.
4. The interpreter is to be fully aware of the advantages and benefits of visitors becoming members and supporters of WHM and be able to articulate the mission of the organization and how the particular site fits into the mission of the organization.
5. Interpreters assist in providing security and care for the site, building, and collections. They help ensure the safety of the visiting public and respond calmly and professionally to emergencies. They follow institutional procedures and other procedures and will report any changes in condition of the house or collection promptly to the Site Manager.
6. Interpreters assist with special programs, including but not limited to site rentals and special events, often held on evenings and weekends.
7. Interpreters participate actively in regularly scheduled staff meetings and training opportunities.
8. Interpreters are required to update or modify their tours as new and relevant information becomes available.
9. When not giving tours Interpreters assist with office work as needed, for example by answering the telephone, taking messages, sorting mail, or doing clerical work.
10. Interpreters assist with keeping the site clean, including but not limited to keeping the staff areas clean and tidy, cleaning the bathrooms, taking out trash, sweeping the porch and steps, etc.
11. Interpreters encourage guests to visit the museum store. If a volunteer is not available, or in a shop that does not have a volunteer staff, interpreters will ring up transactions. If an interpreter works at a site without a volunteer gift shop staff, they will restock shelves, and keep the shop tidy.

12. Interpreters in period attire will be dressed according to guidelines as set by the Site Manager.
13. Interpreters open and close the museums.
14. Interpreters are responsible for accurately handling financial transactions at the site according to the established operating procedures, and should disclose any discrepancies to the Site Manager.
15. Interpreters will be reviewed on an annual basis by the Site Manager to provide guidance and support in the full carrying out of their responsibilities.
16. Interpreters report to the site managers and perform other duties as assigned in furtherance of the mission of the site and WHM.

The position is as-scheduled, but interpreters can expect to work 8-29 hours per week.

I have reviewed this job description and was given a copy for my files.

\_\_\_\_\_ Signature \_\_\_\_\_ Date

*Washington Heritage Museums' mission is to preserve, promote and maintain its four 18<sup>th</sup> century properties in Fredericksburg, Virginia and develop dynamic educational resources and programs to engage and inspire the interest of everyone.*