

Visitor Services Assistant

The Heurich House Museum's mission is to explore the American Experience through the legacy of German immigrant Christian Heurich and his Washington, DC brewery, and to create an equitable path to success for local small-scale manufacturers.

Our dual mission of public history education and public service relates directly to our core philosophy: that house museums should be dynamic places that are relevant to our modern communities.

The Heurich House Museum is hiring Visitor Services Assistants as part of a new program aimed at providing hands-on experience and training for students and recent graduates looking to enter the museum profession.

About the Visitor Services Assistant Program

Intent and Purpose

The Visitor Services Program seeks to be a different kind of part-time role and a true entry-level museum position. This position provides current graduate students and recent graduates the opportunity to learn on the job and develop skills that will aid in future museum job opportunities. The Visitor Services team will be expected to act as representatives for the museum, whether working at the biergarten or during a public program. Problem solving and on-the-spot decision making will be expected and honed. The Visitor Services Assistants will also have the opportunity to participate in targeted professional development and learn directly from museum staff.

Time Commitment and Requirements

Our training program will invest inVisitor Services Assistants as they invest in us. In order to provide the most effective entry-level training and professional development, they should aim for a commitment of at least one (1) year of employment, at least four (4) shifts per month, and additional shifts at our annual Christmas Markt held in December. This is an at-will position.

Outcomes

The Visitor Services Assistant Program will build the next generation of museum professionals. By offering a true entry-level museum position, we hope to provide employees with the relevant skills and experience to confidently seek out their career goals.

Position Summary

Under the supervision of the Bar Manager, Business Manager, and Curator & Director of Education, the Visitor Services Assistant will provide support for tours, public programs, and 1921. Candidates should be enthusiastic, cheerful, and willing to learn.

Primary Responsibilities

The Visitor Services Assistant's role will include but is not limited to the following responsibilities:

- Greeting museum visitors and providing high quality customer service;
- Running point of sale and ticket check-in systems;
- Assisting in informal educational programming for guests of all ages;
- Continually being aware and keeping informed of museum changes;
- Actively engaging and interacting with museum visitors in a meaningful way;
- Independently facilitating museum experiences;
- Securing museum spaces during programs;
- Assisting with program set-up and break-down;
- Attending ongoing training sessions throughout the year;
- Being available to work at least four (4) shifts per month with the intention of a one-year commitment;
- Being able to work multiple shifts at our Christmas Markt in December;
- Representing Heurich House Museum in a positive and professional manner.

Required Experience/Skills:

The successful candidate will demonstrate the highest level of professional hospitality services, impeccable attention to detail and logistics, and a strong commitment to the mission of the Heurich House Museum.

Candidates must be **over the age of 21** and should be enrolled in or a graduate of a BA or MA program in public history, museum studies, history, archaeology, or related field, and demonstrate:

- An interest in working with people;
- Problem solving skills and confidence to make on the spot adjustments and decisions;
- Ability to remain calm and focused while busy;
- Reliability and punctuality;
- Attention to detail and accuracy;
- Readiness to learn and grow skills relevant to position;
- An attitude of tolerance and respect;
- Willingness to adhere to and enforce professional museum standards and practices;

• Ability to perform tasks requiring physical activity (generally not involving muscular strain), including but not limited to carrying up to 50 lbs., walking, standing for up to four hours, stooping, sitting, reaching, lifting, etc.

Compensation & Benefits

This is a part-time, paid position with variable hours to include evenings and Saturdays. Salary is \$18 per hour.

To Apply:

Please submit a resume to hr@heurichhouse.org with the subject, *Visitor Services Assistant*. **No phone calls.**

The Heurich House Museum values diversity of culture and thought and seeks talented, qualified employees in all its operations regardless of race, gender, national origin, religion, sexual orientation, disability, age or any other protected classification under country or local law.

About the Museum

The museum regularly hosts public programs such as markets, craft stations, panel series, workshops, exhibits, special tours, and the museum's largest program, the annual Christmas Markt. The museum's biergarten, 1921, is open Wednesdays through Saturdays. Museum tours are run by Education Fellows Thursdays through Saturdays.

About the Historic House

The Heurich mansion was built in 1892-4 for German immigrant Christian Heurich (1842-1945), whose brewery was the largest in DC and a household name. It is the city's best-preserved example of Richardsonian Romanesque residential architecture and one of the most landmarked interiors in DC. The mansion incorporated many technological advancements, including metal speaking tubes, electric lighting, burglar alarms, and "fireproofing." The interior decoration and furnishings were made by numerous German-American craftspeople. The house remained in the Heurich family until 1956, when it was bequeathed to DC's Historical Society. In 2003, a family-created non-profit purchased the house and turned it into a museum.

About 1921, a Biergarten:

1921 is a biergarten in our Castle Garden that serves a rotating list of fresh local craft beer from DC breweries and beer brands, craft cocktails and wine from the area's best beverage producers, and Senate Beer, the museum's historic revival with Right Proper Brewing Company. Visitors gather around Oktoberfest-style tables and Adirondack chairs, sit under shady trees or around fire pits and heaters. The bar is located within HOME/BREWED, an exhibit in the carriage house featuring 1,000 objects from the Heurich brewery.