

Historic St. Luke's Restoration
Employment Opportunities
Updated 11/20/2017

Title:

Museum Interpreter

Employer/Location:

Historic St. Luke's Restoration, doing business as Historic St. Luke's Church, in Smithfield, Virginia. HSLR interprets the early American pursuits of religious freedom and separation of church and state as imbued in the 1st Amendment of U.S. Constitution. HSL stewards and exhibits the church building, local artifacts, and stories that are important in explaining the Site's place in U.S. history. HSLR is a private, 501(c)(3) non-profit education and cultural history institution and does not receive any federal, state, or municipal funding.

Start Dates:

Training: January 2nd, 2018

Public Tours: February 1st, 2018

Purpose:

To provide world-class experiences for international and domestic audiences at our 100-acre, 17th-century historic site and Virginia's Oldest Church.

Responsibilities:

- a. Conduct historical research to enhance site-wide understanding of historical events and context for the purpose of providing educational-focused guided tours, including studying required and recommended primary and secondary sources.
- b. Learn and apply best practices according to the National Association of Interpreters (NAI) public speaking techniques, designed to educate through entertainment.
- c. Provide assistance to the Education Coordinator in event planning and outreach, off-site group programming and on-site group tour bookings.
- d. Learn and apply need-satisfaction, consultative selling techniques as applied throughout the customer service experience, from point of contact through exiting the site, including converting casual visitors to paid, guided tour guests and gift shop patrons.
- e. Secure 5-star reviews on TripAdvisor.com.
- f. Secure guest contact information including name, address, and email address to recruit visitors as new stakeholders for future engagement.
- g. Assist the Education Coordinator with soliciting and securing group tour bookings from special interest and motor coach companies.
- h. Assist Gift Shop Manager with cash register reports, gift shop maintenance, and merchandising.
- i. Process cash, credit, and check payments through POS, cash register transactions.
- j. Provide minor housekeeping on an as-needed basis.
- k. Open and close site when on-duty.

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1. Other tasks as determined necessary for operations.

Qualifications:

1. Proficiency with computers, cash registers and Point-Of-Sale (POS) systems.
2. Proficiency with guest interactions and public speaking skills.
3. Willing and eager to learn and share knowledge with others.
4. Willing and eager to provide world-class customer service experiences to visitors from all over the world.
5. Willingness and ability to wear business casual attire when on-duty.
6. Must either be working toward or have obtained at least an associates degree from an accredited institution. A bachelor's or master's degree in history, historic preservation, public history, architectural history, art history, religious history, constitutional studies, American studies, religious studies, or archaeology is preferred.
7. Must provide own housing and reliable transportation.
8. Willingness and ability to work Saturdays, Sundays, and Mondays, 14-hours per week, February through December. Other days and hours may be required infrequently for special events or other staffing needs.

Compensation:

\$11.00 per hour, part-time, a non-benefits eligible position

Schedule:

Saturdays and Saturdays-only or Sundays and Mondays-only. Limited to 14-hours per week. Training throughout January with first public tour beginning first of February.

Selection Process:

Please submit your letter of interest, resume or CV, and three professional or educational references (no personal character references, please) via email only (mailed applications will not be accepted) to Todd Ballance, Executive Director, tballance@historicstlukes.org with subject line "Museum Interpreter Position". Interviews and selection will be made before December 31st, 2017. No phone calls, please.