



A First Lady's Birthplace Museum

**Position:** Guest Services Coordinator

**Details:** Part-time (24 hours per week) Wednesday-Saturday 9:30am-3:30pm

**Location:** Edith Bolling Wilson Birthplace Museum  
145 E Main St.  
Wytheville, VA 24382

**Requirements:** Minimum – high school diploma or GED  
Customer service experience  
Friendly and engaging personality  
Ability to work as part of a team  
Ability to quickly learn and retain new information and relay it to guests  
Computer/technology skills: Experience with point-of-sale system or ability to learn (Square via iPad);  
Microsoft Office applications including Excel and Word  
Physical: Must be able to ascend and descend stairs several times per day  
Preferred but not required: experience in a tour/interpretative setting and/or museum, historic site, or similar tourist attraction

**Description:** This position will:

- Greet and welcome guests, guide guests through downstairs exhibits, give tours of upstairs birthplace home, and operate point-of-sale system in the gift shop.
- Ensure the museum and exhibits are presented at their best to the public.
- Coordinate with volunteer docents to ensure adequate coverage of public-facing operations during open hours.
- Record demographic and statistical data relevant to visitors in Excel spreadsheet.
- Candidate must be available to work hours listed above; our open hours will be Wednesday-Saturday 10am-3pm.
- When not engaged with the public, candidate will have general office assistance duties, including but not limited to filing, organizing, light cleaning, etc.

This position may be temporary (through tourist season, terminating approximately mid-September) or long-term depending on the preference and fit of the selected candidate.

Position answers to Executive Director. The Edith Bolling Wilson Birthplace Museum is an equal opportunity employer and does not tolerate harassment or discrimination of any kind.

**Compensation:** \$12/hour; select paid holidays.

**How to Apply:** Send a resume and cover letter outlining work history, education, and other qualifications to [info@edithbollingwilson.org](mailto:info@edithbollingwilson.org) with the subject line **Guest Services Coordinator**. First round of application review will be June 11<sup>th</sup>, 2021.