



HEURICH HOUSE MUSEUM

THE BREWMASTER'S CASTLE

Part-time Visitor Services Assistant

About the Heurich House Museum:

The Heurich House Museum preserves the legacy of Christian Heurich and enriches the creative economy of Washington, DC. The private non-profit Heurich House Museum preserves the historic Heurich House mansion as a museum and community center. The mansion, which was built from 1892-94, was the home of German immigrant, local brewer, and philanthropist Christian Heurich (1842-1945). Recognized as Washington, DC's most successful brewer, he ran the Chr. Heurich Brewing Co. until his death at 102. The mansion is notable for its technological innovations, original interiors, and rich archival collection of one of the most important local families. The museum is open for regular public events and public tours. Private tours and event rentals are also available.

The museum educates the public about the life and times of Christian Heurich and promotes a deeper understanding of late-Victorian architecture, technological innovation in the built environment, the brewing industry of Washington, DC, and the German immigrant experience in America.

The Heurich House Museum is seeking an outgoing and charismatic team-player to manage museum operations during public tours and occasional private events.

Job Description:

- Under the supervision of the Operations Manager and Director of Education, the Visitor Services Assistant will manage and oversee public tours.
- The successful candidate will demonstrate the highest level of professional hospitality services.
- The Visitor Services Assistant's role will include but is not limited to the following responsibilities:
 - Opening and closing the museum for tours;
 - Managing the reservation system for tours, including updating reservation dates in the system and updating reservation status;
 - Greeting and checking-in visitors and payment collection;
 - Managing the museum cash register and gift shop;
 - In conjunction with the Operations Manager, managing volunteers during public tours;
 - Leading tours when needed.

This is a part-time (up to 40 hours a month), paid position which may include weekday and weekend shifts. Salary is \$15 per hour.

Required Experience/Skills:

- B.A. and 1+ year of professional experience working in a customer service or client-based position.
- Excellent customer service and communication skills.
- Ability to handle unforeseen issues with poise and confidence.
- Creative problem-solving.
- Team player and self-starter.
- Knowledge of and passion for history, architecture, and/or decorative arts.
- Willingness to adhere to professional museum standards and practices, particularly regarding historical artifacts.
- Can perform tasks requiring physical activity (generally not involving muscular strain), such as carrying up to 50 lbs., walking, standing, stooping, sitting, reaching, lifting, etc.

To Apply:

Please submit a cover letter and 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.