



Vacancy Announcement

Title: Visitor Services Assistant

Starting Pay Range: \$9.62 per hour

Application Period: Open until filled

Status: Part-time hourly position

Principal Functions:

The Visitor Services Assistant will perform a variety of tasks designed to orient, educate, and serve general Park visitors. In addition to supporting exhibit duty stations, the Visitor Services Assistant maintains a secondary role to support operations of Admissions and the Civil War Store as needed. He/she provides customer service, assists with the procurement and stocking of inventory, and operates the POS system.

Responsibilities:

The Visitor Services Assistant will:

- Provide high-quality customer service to visitors
- Accurately assist visitors with questions about Park events, resources, layout, and history
- Perform all aspects of front line museum admission and store operations according to Park standards
- Monitor the audio interpretive program at the National Museum of the Civil War Soldier
- Staff the information desk at the Battlefield Center
- Monitor the exhibit galleries for safety, security, and visitor needs
- Maintain the cleanliness of exhibit areas
- Accurately unpack, apply pricing stickers, and stock inventory
- Restock, clean, and straighten displays and work areas as needed
- Accurately process sales through a computerized POS system
- Process mail and website orders accurately and in a timely manner
- Restock the Information Center and brochure distribution rack in the NMCWS
- Assume responsibility for accurate cash handling
- Assist with the procurement of products
- Assist with food service operations as needed
- Maintain a professional appearance in accordance with Park standards
- Maintain the ability to verbally communicate effectively using Standard English
- Possess the ability to work a flexible schedule including evenings, weekends, and holidays as needed
- Maintain a cordial, cooperative, and professional working relationship with co-workers, supervisors, and the public
- Demonstrate reliable attendance and punctuality
- Assist other departments and participate in special events as needed
- Perform other duties as assigned

Preferred Qualifications:

- Knowledge of the principles of customer service.
- Possess a high school diploma or GED.
- Preferred one (1) year experience in retail or customer service operations.
- Ability to work a flexible schedule including weekends, holidays, and extended hours as necessary
- Experience operating cash registers and computers

To Apply: Submit a complete Pamplin Historical Park application form and a resume.

Additional materials may be included at the applicant's discretion; however, the Park does not guarantee the return of any application materials. Highly qualified applicants will be interviewed by telephone. The best candidates will be invited to participate in a personal interview at the Park at their own expense. All applicants will be notified about the status of their application; therefore, we request that applicants do not call the Park for information about their candidacy. Applicants wishing to withdraw their name from consideration should notify Pamplin Historical Park at their earliest convenience.

To obtain an application form, log on to www.pamplinpark.org, call (804) 861-2408, or request one at the Park. Submit completed application packets to: Pamplin Historical Park, Attn: Amanda Bennett, Administration, 6125 Boydton Plank Road, Petersburg, VA 23803. Application packets may be mailed, faxed to (804) 861-2820, or hand-delivered.

About Pamplin Historical Park: Pamplin Historical Park is located on a 424-acre campus in Dinwiddie County, Virginia, six miles from Petersburg and 31 miles south of Richmond. The Park contains three museums, features an extensive costumed interpretive program, and preserves the site of a major Civil War battlefield. Pamplin Historical Park, a privately owned 501 (c) (3) non-profit organization, and is a major historical attraction with an ambitious expansion plan. For more information, please visit our website at www.pamplinpark.org