TITLE OF POSITION: Host or Hostesses

SUPERVISED BY: Cynthia Engle, Curator of Washington Place

OBJECTIVE:

To provide a welcome, hospitable environment and rewarding learning experience to Washington Place visitors.

JOB DESCRIPTION:

Hosts and Hostesses greet and welcome visitors to Washington Place either for tours, events, or special programs. Hosts and Hostesses assist with maintaining the premises and security of historical items during the tours, events, or special programs, as well as answer visitor inquiries.

QUALIFICATIONS:

* Sincere, genuine interest in and excitement for learning and sharing with guests of all ages.
* Attention to detail and accuracy with excellent verbal and public speaking skills.
* Ability to multi-task and with minimal supervision and positive attributes.
* Flexibility as tours and events can change quickly.
* Pass the background screening and interview process.

DUTIES MAY INCLUDE BUT ARE NOT LIMITED TO:

* Host tours, events, or special programs of Washington Place, to provide visitors with a welcoming experience.
	+ Provide exceptional customer service and maintain courtesy and professionalism at all times.
	+ Hosting approximately 1-5 hours in length. Be comfortable speaking to small and large groups of people of all ages.
	+ Greet everyone politely, administer all inquiries and assist in any special request of guests.
	+ Direct visitors to the restrooms, where program/event is being held, and Docents for tours.
* Support the roles of Curator and Docents, by directing visitors to Docents for tours of Washington Place.
* To volunteer for events hosted by Washington Place, the Governor and Governor’s Family, Washington Place Foundation, and third parties. This means you will be assigned to a certain location in Washington Place and it is your responsibility to carry out the responsibilities assigned to such location.
	+ The Curator will assign roles and responsibilities for each event that the Hosts and Hostess volunteer to help.
	+ The Curator will provide as much information on the event to all Docents; however it is at the discretion of the Director, and the event coordinator(s) to provide what type of information is needed in order to successfully conduct the tours.
	+ It is primarily the responsibility of the Docents, Hosts/Hostesses, and Curator to assist with conducting tours and answering questions pertaining to the inside of Washington Place and its historical collection. Any questions pertaining to the event itself should be directed to the Curator and/or Director.
* Deal skillfully with a diversity of visitors under a variety of circumstances.
* Assist in the preservation, safety, and security of the collection.
	+ Correctly perform procedures as outlined in Chapter 1 in *A Docent’s Guide To Washington Place* including but not limited to implementing Washington Place House Rules and emergency procedures.
	+ Provide safety and security monitoring of collection, facilities, and grounds.
* Follow and achieve department goals, with adherence to all Washington Place policies and procedures.
* Perform other duties as assigned.

PHYSICAL JOB REQUIREMENTS:

Talking, moving, and standing for long periods of time, bending, stooping, reaching, twisting, pushing, pulling, and moving items.

EQUAL OPPORTUNITY:

Washington Place does not discriminate in employment or practices on the basis of race, color, religion, sex, national origin, age, disability or any other characteristics protected by law.