Floor Manager, Part Time (Sundays)
Position Announcement

About the DC History Center

Established in 1894 and located at the Carnegie Library in Downtown DC, the DC History Center is a community-supported nonprofit organization, which deepens understanding of our city’s past to connect, empower, and inspire. It collects, interprets, and shares the history of our nation’s capital through research and scholarship, adult programs, youth education, and exhibits. We seek to do this work as a welcoming and inclusive community that fosters curiosity and nurtures civic engagement to strengthen the District for all. For more information visit dchistory.org.

Position Summary

This position will be responsible for the supervision of floor staff at the DC History Center’s public exhibit spaces and store during Sunday open hours (and at other times on an as-needed basis). See below for detailed hours information. The floor manager will report to the Senior Manager of Visitor Services, but will often be the lead employee on site.

As the sole employee or lead on-site during these hours, the floor manager will be responsible for the management of the exhibits and store. The manager will provide an unmatched customer service experience to visitors, while assisting in the scheduling and oversight of employees, student-workers, and volunteers, addressing issues as they arise and providing all forms of on-site support.

Primary Responsibilities

- In their capacity as the responsible employee on-site, provide weekend oversight of DC History Center to staff
- Ensure the safety and security of staff and visitors
- Provide visitors with high-quality customer service
- Conduct opening and closing procedures for exhibit galleries and store (serves as primary key holder)
- Oversee the museum store and clerk
  - Assist with customer interactions and Square POS device
  - Communicate retail needs to Senior Manager of Visitor Services
- Direct volunteers in museum exhibits and common spaces
- Assist in shipping orders placed via the DC History Center online store
- Through personal interaction, create a warm and welcoming environment for local, national, and international visitors with diverse interests
- Communicate issues with the facilities to Senior Manager of Visitor Services and Business Manager
- When necessary, liaise with lead Apple staff on-site

Other duties as assigned.

Qualifications

- Highschool Diploma or GED; some post-secondary education desirable
- 2+ years of customer service experience
- Demonstrated record of outstanding dependability and punctuality
- Flexible schedule; availability for regular weekend and occasional evening work required.
- Experience with volunteer management a plus
- Familiarity with, and enthusiasm for DC history
- Strong people skills and an outgoing demeanor
- Immediate availability desired

Scheduling

The DC History Center is currently transitioning back to being open to the public during limited hours Friday, 2 PM – 7 PM, and Saturday, NOON to 6 PM, with plans to expand to a Thursday through Sunday schedule, though the exact hours of operation have yet to be determined. This position will be the primary employee on site for Sunday open hours, and could expect to work a minimum of 12-16 hours per week, while occasionally providing coverage for other times when staffing requires.
Compensation and Benefits
Starting hourly compensation in the range of $20 – $25, depending on experience. Complimentary membership in the DC History Center included, granting free or discounted access to thousands of partner museums and institutions across the US, among other benefits. Central downtown location easily accessible from all Metro lines.

Applications and Inquiries
Applicants should submit a letter of interest and resume, including salary history or requirements and scheduling availability at www.dchistory.org/about/employment/. No phone calls or walk-ins please.

The DC History Center is an equal opportunity employee