



Position: Visitor Experience Associate
Organization: Capital Jewish Museum
Department: Operations
Reports to: Operations Coordinator

575 3rd Street, NW
Washington, D.C. 20001
202-789-0900
CapitalJewishMuseum.org

The Capital Jewish Museum is seeking a Visitor Experience Associate to join our team at a pivotal moment. Help us open the newest cultural institution in DC. This new part-time position will be an integral part of our Operations team and to how our Museum is run day-to-day. Responsible for engaging with the public in order to provide an educational, safe and memorable experience at CJM. VEAs are also tasked with running the daily, frontline operations in a smooth and efficient manner per the instruction of the Operations Coordinator.

About the Capital Jewish Museum

The Capital Jewish Museum is a new Jewish history and culture museum under construction located at 3rd and F St. NW, Washington, DC, just a block from the National Building Museum, and short walk from Union Station. The Museum will open our doors to the public in Summer 2023. The mission of the Capital Jewish Museum is to inspire audiences to Connect, Reflect, and Act — connect across families and communities, reflect on the relevance of history to today, and act on behalf of their communities and values.

Duties and Responsibilities

- Greets & welcomes visitors upon their arrival and helps orient them to the Museum by letting them know the wide range of programming and activities available.
- Assists visitors with way finding around the Museum.
- Provides information and monitors conduct of visitors and advises security of anything out of the ordinary.
- Accurately answer visitor questions regarding a wide variety of topics including general CJM/DC history questions, directional questions and questions about tourism & other attractions in the Penn Quarter area by utilizing information received during training.
- Fields phone calls from Museum guests and members and provides excellent customer service.
- Sells memberships at the Welcome Desk and over the phone.
- While working the desk, is also responsible for day-to-day operations of the Museum shop.
- Assists Operations Coordinator with Inventory.
- Rotates with other VEAs to work the Museum coffee cart.
- Monitors and controls visitor flow into Museum spaces at entry and exit points. Reports any issues with visitor flow to Supervisors.
- Responds to visitor concerns and complaints by utilizing information received during training. Reports any concerns to Supervisors in a timely & efficient manner.
- Provides professional, efficient, and approachable support and excellent customer service to visitors and staff alike.



- Works with contracted security and other Operations Team members to ensure smooth visitor operations and a good visitor experience.
- Assists with special events that take place at the Museum throughout the year.
- Performs any other duties as may reasonably be required.

Qualifications

- High School Diploma or GED required.
- Two years customer service experience desired, experience in Visitor Services at cultural institutions or in the tourism industry preferred.
- Must be able to interact with various personality traits and continue to maintain a professional demeanor with both staff & visitors alike.
- Must be responsible, flexible, punctual and able to work well under pressure.
- Proficiency in cash handling and inventory management preferred.
- Must be able to work any shift including weekends, nights and holidays; and/or work extended hours if required.
- Welcome and embrace differences among employees and visitors.
- Perform effectively as a member of a team in carrying out the Museum's stated mission and core values.
- Ability to stand for long periods of time.
- Ability to lift up to 50 pounds.

Related Skills

Strong organizational and interpersonal skills; problem solving ability, attention to detail, ability to recognize and address day-to-day and long-term responsibilities without direct supervision; goal oriented; be supportive of colleagues in all areas of museum operations.

Salary and Benefits

This is a part-time, non-exempt position with a pay rate of \$20/hour. The Capital Jewish Museum offers a monthly Metro Stipend to defray the cost of commuting.

To Apply

Interested applicants are asked to please forward a resume and cover letter in a single PDF to info@capitaljewishmuseum.org.

Offer of employment contingent upon a pre-employment background check and proof of vaccination against COVID-19.

We value a diverse workforce and an inclusive culture. CJM encourages applications from all qualified individuals without regard to race, color, religion, gender, sexual orientation, gender identity or expression, age, national origin, marital status, disability, and veteran status.

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