

# Fort Monroe Authority

## Position Description – Guest Services Specialist

<b>Position:</b>	Guest Services Specialist
<b>Department:</b>	Museum
<b>FSLA Status:</b>	Part time wage; non-exempt
<b>Work Conditions:</b>	Visitors Center/museum environment in historic building. Moderate lifting; Up to 20 hours work week; requires weekend and some holidays.
<b>Salary:</b>	\$12.00 per hour
<b>Reports to:</b>	Fort Monroe Visitor and Education Center (FMVEC) Manager

The Fort Monroe Authority is looking for two (2) Guest Services Specialists for our new Visitor and Education Center to join our team. Come work in the beautiful historic environment of Fort Monroe!

### **Responsibilities:**

1. Welcomes guests, answer questions and direct guests to the appropriate venues
2. Serves as front line staff member for the Fort Monroe Visitors and Education Center
3. Supports the VEC Manager and VEC Assistant Manager to include opening/closing procedures & guiding tours.
4. Responsible for providing exceptional customer service while working with group tours as well as providing general information about the VEC exhibits and area attractions.
5. Assist staff in answering the phone and basic administrative duties.
6. Facilitates educational opportunities with visitors of all ages as they interact with the exhibits in the center.
7. Must effectively communicate all pertinent information amongst his/her team members and supervisory staff in regards to daily operations.
8. Assist with meetings and special events.
9. Perform other duties as assigned.

### **Qualifications:**

- A minimum of high school graduate with college experience preferred.
- Previous experience working in a customer service oriented role; experience in hospitality industry and/or museums preferred.
- Excellent communication skills
- Ability to maintain a friendly, approachable manner
- Must be well organized and a self-starter.
- Ability to work well under pressure and balance multiple priorities and assignments.
- Knowledge of Fort Monroe's general information to include information specific to the site and history a plus.
- Other duties as assigned.

*The Fort Monroe Authority is an EEOC compliant employer.*

This posting will be posted as open until filled. To apply please forward a copy of your resume, cover letter and FMA Job Application (available on website at [www.fortmonroe.org](http://www.fortmonroe.org)) to:

Joan F. Baker  
Human Resources Manager  
[jbaker@fortmonroe.org](mailto:jbaker@fortmonroe.org)

Or mail to:

Joan F. Baker  
Human Resources Manager  
20 Ingalls Road  
Fort Monroe, VA 23651

**Incomplete applications will not be accepted.**