

Proposal: Full-Time Visitor Services Officer

Historic Rosedale

Position Overview

The Visitor Services Officer (VSO) at Historic Rosedale plays a vital role in shaping the public's experience of the site. This full-time position helps create a welcoming, thoughtful, and engaging environment for all visitors while also supporting operational and financial sustainability. As a former plantation site, Historic Rosedale requires interpretation that is historically accurate, inclusive, and sensitive to the experiences of all people. The VSO will serve as the primary point of contact for guests and help ensure that every interaction reflects our mission.

Key Responsibilities

1. Visitor Experience & Engagement

- Serve as the first point of contact for all visitors, creating a warm, inclusive, and respectful experience.
- Deliver high-quality guided tours of the historic house and grounds, incorporating well-researched, balanced interpretation that acknowledges the site's full history.
- Adapt tours and communication style to meet the needs of diverse audiences.
- Maintain clean, organized, and welcoming visitor-facing spaces.

2. Admissions & Point of Sale Operations

- Manage daily admissions, ticketing, and reservations.
- Operate and maintain the Square point-of-sale system, ensuring accurate transactions and reporting.
- Balance cash drawers and reconcile daily sales.
- Address minor POS issues and coordinate support when needed.

3. Gift Shop Management

- Oversee daily gift shop operations, including merchandising, inventory tracking, and restocking.
- Curate products that align with the mission and interpretive goals of Historic Rosedale.
- Monitor sales trends and recommend strategies to increase revenue.

4. Financial Reporting

- Maintain accurate records of visitor attendance, admissions revenue, and retail sales.
- Prepare regular financial and attendance reports for leadership.
- Support revenue tracking and forecasting efforts.

5. Group Tours & School Programs

- Coordinate and schedule group tours, including community organizations, private groups, and corporate visitors.
- Plan and execute school programs aligned with curriculum standards and age-appropriate learning objectives.
- Serve as liaison for educators, group leaders, and partners to ensure smooth and meaningful visits.

6. Volunteer Coordination

- Recruit, train, and manage volunteers who support tours, events, and daily operations.
- Create schedules and provide guidance to ensure volunteers feel supported and engaged.
- Foster a collaborative and inclusive volunteer environment.

7. Membership Development & Promotion

- Promote membership opportunities to visitors and the wider community.
- Manage member enrollment, renewals, and communications.
- Assist in developing strategies to grow and retain membership.

Qualifications

- Bachelor's degree in a social science field required; preference for history, public history, museum studies, or a related discipline.
- Demonstrated customer service experience with a strong focus on hospitality and visitor engagement.
- Ability to work effectively in a small team environment with a collaborative mindset.
- Availability to work Saturdays as part of a regular schedule.
- A proactive, "can-do" attitude and strong problem-solving skills.
- Genuine interest in helping and serving a wide range of audiences.
- Understanding of and sensitivity to the complex history of Historic Rosedale as a former plantation site, including the ability to interpret and communicate the history of enslavement with accuracy, respect, and care.

Benefits of the Role

- Opportunity to shape meaningful visitor experiences at a historic site.
- Direct involvement in public history, education, and community engagement.
- Professional growth in nonprofit and museum operations.

Compensation

- Salary: \$40,000 annually
- Benefits: Health Insurance Stipend - \$5,000 annually
80 hours PTO
Federal Holidays

Conclusion

A full-time Visitor Services Officer will strengthen Historic Rosedale's ability to deliver consistent, high-quality visitor experiences while advancing its mission of inclusive and responsible historical interpretation. This role is essential to ensuring that all guests feel welcomed, informed, and engaged during their visit.