



DC's Greatest Undertaking

About Congressional Cemetery:

Congressional Cemetery is a privately chartered cemetery founded in 1807 in Washington, DC. Owned by Christ Church Washington Parish, the cemetery is operated by the Association for the Preservation of Historic Congressional Cemetery, a 501(c)(3) organization. The 35-acre property, situated in the heart of Capitol Hill, serves as both an active burial site and a historic location that preserves the legacy of those buried in the cemetery, many of whom played instrumental roles in the history of our nation. As a National Historic Landmark, the cemetery not only has local architectural and social significance but also contributes to the national heritage of the United States and is a national tourist destination. Historic Congressional Cemetery is also an active hub for community engagement including a robust dog walking program, historic preservation projects, unique educational programs, and environmental stewardship efforts. Learn more at <https://congressionalcemetery.org>.

Historic Congressional Cemetery is seeking a part-time evening Visitor Services Associate

Duties and Responsibilities

The Visitor Services Associate supports all facets of the visitor experience throughout the Historic Congressional Cemetery campus, delivering a courteous and enriching experience for visitors. As the first line of contact, a visitor services associate delivers superior customer service, provides a gracious welcome to all visitors, and ensures a smooth admission process for K9 members and K9 day pass holders. General duties include enforcing the rules and regulations of the K9 membership and K9 day pass programs, answering general visitor questions, providing maps and brochures to the public, recording visitor data, processing gift shop sales, assisting with special events, and supporting staff in other tasks as needed.

This position is a non-exempt role which requires a 20 -hour work week, typically scheduled between the hours of 3 PM – 7 PM Monday - Friday. Additional hours may be for special events, funerals, and grounds rentals. Visitor Services Associates report directly to the Office Manager. Telework options are not available for this position.

Public Engagement:

- Handles visitor service operations in public spaces throughout HCC, to include assistance with wayfinding and identifying any visitor-related issues throughout the cemetery.
- Communicates openly and effectively with the public, including answering inquiries related to the history and residents of the cemetery, and providing self-guided tour brochures and maps.
- Ensure s/he is always accessible to the public by maintaining a visible presence during operating hours.
- Enforces closures to dogs and the public during instances of scheduled funerals, events, grounds rentals and maintenance.

- Walk to the grounds to engage with visitors and ensure visibility of staff.
- Works alongside volunteers and colleagues to ensure the cemetery is a safe and welcoming space for all who enter its gates.
- Assists with wayfinding of interred family members.

Support Activities:

- Open the gate for contractors scheduled to do work at the cemetery.
- Attend staff meetings and training as determined by senior leadership.
- Assist with special events as needed, including promotion and marketing
- Assists with gathering visitor data.

K9 Corps Program:

- Assist in processing paperwork for those in need of K9 day passes.
- Reports and acts on issues related to dog walkers, including any incident reports.
- Helps maintain the safety and beauty of the entryway gate area by reporting any issues to the appropriate staff member, such as the need for maintenance, signage, or pet waste removal.

Requirements

- Must have a High School Diploma or equivalent.
- Experience in visitor services or other public service role in needed

Preferred Characteristics

- Likes dogs.
- Is outgoing and comfortable with interpersonal interactions
- Ability to stand for extended periods and walk the grounds

Salary + Benefits

This position pays \$20 per hour along with generous part-time benefits.

- Health insurance stipend
- Retirement plan with employer match
- Technology stipend
- Commuter benefit
- Paid annual and sick leave
- Gift Shop discount

The Visitor Services Associate will join a quirky team in a unique and engaging workplace.

To Apply:

Please submit a resume to Jen Walter at jobs@congressionalcemetery.org.

Historic Congressional Cemetery is an Equal Employment Opportunity Employer.

