



## JOB DESCRIPTION

**Title:** Visitor Services & Special Events Assistant (21-30 hrs/week) **Date:** March 2026  
**Division:** Preservation  
**Department:** Historic Sites  
**Office:** Oatlands  
**Supervisor:** Sr. Manager of Operations  
**Grade:** Seasonal PT **OT Status:** Non-exempt **Supervisory:** No

Situated on the ancestral and unceded lands of the Manahoac and Piscataway, Oatlands is located in Leesburg, Virginia. Constructed in 1810 as a plantation and site of enslavement, Oatlands initially encompassed 3,408 acres and produced wheat in addition to running grist and saw mills. Over 154 years of private ownership, the property was reduced in size and its mansion repurposed as a boarding house, a summer home and girls school.

Today, Oatlands consists of natural spaces, cultivated acreage, gardens and 28 buildings spanning the 19th and 20th centuries. Oatlands is centered in its Lands—its larger landscape open for the benefit of all, encouraging awareness of our shared world. It is grounded in History—valuing and lifting the voices of all who have shaped and been shaped by this historic site. And it is dedicated to Scholarship, for it is only through the active pursuit of knowledge that we can sustainably preserve and advance the significance and relevance of this important historic site.

## JOB SUMMARY

The Visitor Services & Special Events Assistant provides hands-on, execution-focused support for Oatlands' visitor experience and Oatlands-hosted special events, with a primary emphasis on member engagement programs and site-produced events. The Assistant also works one scheduled day per week in the Visitor Center to support front-of-house operations and visitor services.

This role is responsible for coordinating logistics, schedules, staffing needs, and on-site execution for member events, public programs, and select special events. The position also provides limited support for event rentals, including responding to initial inquiries and conducting guided walk-throughs of the property under established site policies. Schedule is 21-30 hours per week, depending on the site' needs and calendar of events.

## DUTIES

### Visitor Services & Front-of-House Operations (Approx. 8 hours/week)

- Work one scheduled day per week in the Visitor Center supporting admissions, ticketing, retail sales, and visitor inquiries.
- Assist with opening and/or closing the site in accordance with established procedures.
- Provide friendly, professional front-line service to visitors and members.
- Help support a welcoming and efficient “front of house” operation that includes detailed attention to admissions and ticketing procedures, telephone communications, shop sales, visitor amenities, general inbox inquiries, and fulfilling box office requests.

### Special Events & Event Rentals

- With guidance from the Sr. Manager of Operations, assist with implementing events and programs through thoughtful planning to engage visitor experience.
- Coordinate logistics for Oatlands-hosted events, with a primary focus on member programs, member-only events, and donor engagement activities.
- Serve as the on-site coordinator for member events and select public programs, ensuring smooth execution and a welcoming experience.
- Manage event schedules, staffing plans, vendor coordination, room setups, and timelines in collaboration with senior staff.
- Support preparation, execution, and breakdown for signature Oatlands programs and seasonal events.
- Track attendance and basic participation data to support membership engagement and planning.
- Share post-event observations and feedback to support continuous improvement.
- Keep events and programs on schedule following established site practices, keeping within approved budgets by tracking expenditures.
- Ensure quality experiences by assisting with group bookings and payment; working closely with the staff scheduler to ensure a seamless experience for group visits.
- Offer timely and consistent feedback to the supervisor regarding each program and event; and foster an entrepreneurial team approach through support, planning, and coordination of events/programs and the smooth functioning of their activities.
- Frequent weekend, evening, and event coverage are expected and required.
- Respond to initial event rental and special event inquiries by phone and email, routing complex questions to senior staff
- Schedule and conduct guided walk-throughs of the property for prospective renters following established site policies
- Coordinate logistics for booked rentals, including staffing schedules, vendor access, and day-of execution. Serve as the on-site coordinator for rentals as assigned
- Maintain accurate records of inquiries, site visits, and scheduled events.
- Additional duties as assigned.

## **QUALIFICATIONS**

- 1–3 years of experience in visitor services, events coordination, hospitality, or a related field; experience at a historic site, museum, or cultural organization preferred.
- Knowledge of and/or enthusiasm for history, architecture, or other cultural topics related to the site.
- Previous experience in retail and customer service at a museum, historic or cultural setting is a plus.
- Strong customer service skills and comfort engaging with diverse audiences.
- Excellent organizational skills and attention to detail.
- Basic math and cash handling skills required. Experience with point-of-sale retail systems, registers, and ticketing systems; Square preferred.
- Excellent writing, spelling, grammar, and proofreading skills, as well as strong verbal communication skills.
- Experience successfully interacting with key stakeholders. Ability to collaborate and achieve results. When working in the office, public contact, and the ability to work successfully in close proximity to others are required. When working off-site, the ability to work effectively in a remote environment, maintaining productivity and communications to meet deadlines and goals, is required.
- Demonstrated success in working with culturally diverse colleagues, stakeholders, and a culturally diverse audience. Ability to speak and read English fluently. Bi-lingual language skills are a plus.
- Ability to prioritize, multi-task efficiently and respond to a high volume of ongoing requests in a timely fashion. Ability to adapt and be flexible in a dynamic work environment. Ability to work effectively with frequent interruptions required. Able to handle frequently changing and/or unscheduled tasks with accuracy. Entrepreneurial spirit and growth mindset are a plus.
- Ability to continually develop skills related to the use of rapidly changing technology and communications best practices.

- Proficiency with Microsoft Office products required, including Outlook, Word, and Excel. Experience with website maintenance and other online promotional tools.
- Regular and reliable attendance is required.
- Ability to work weekdays, weekends, Holidays, and evenings as needed. Regular and reliable attendance is required.
- Minimum physical requirements include but are not limited to the ability to lift and carry up to 40 lbs. and the ability to stand frequently and climb stairs.

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Employee Name

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Employee Signature

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Date