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RevolutionarySpaces.org

Visitor Experience Supervisor Job Description

Position: Visitor Experience Supervisor

Supervisor: Visitor Experience Manager

Type: 20-30 hours per week; exempt

Salary Range: \$16-17/hr

Target Start Date: May 24, 2021

Organization Overview

Formed in January 2020, Revolutionary Spaces is a new organization on Boston's civic and cultural landscape. Our mission is to bring people together to explore the ongoing American struggle to create and sustain a free society as singularly evoked by the two national treasures we care for -- Boston's Old South Meeting House and Old State House.

Through community partnerships, contemporary forms of storytelling, and important civic conversations, Revolutionary Spaces strives to bring people together to explore the history and continue the work of democracy that took shape in these buildings, located two blocks from each other in the heart of downtown Boston. We are dedicated to creating experiences for our audiences that not only deepen understanding of the past, but also provide a fresh perspective on the world we live in today and help us create new ideas and tools to build a more just and equitable tomorrow.

Revolutionary Spaces is an equal opportunity employer. We center our work on the following values:

- **Inclusion:** We are dedicated to diversity, equity, and inclusion and ensuring accessibility on multiple dimensions.
- **Relevance:** We are dedicated to creatively linking lessons of the past with the interests and concerns of Boston's diverse communities today.
- **Boldness of thought:** We address challenging topics and promote understanding in response to controversy.
- **Engagement:** We encourage people to engage, add their voices to today's debates, and collaborate with others to discover new ways of thinking.

About the Position

The Visitor Experience Supervisor position is a new role on the Museum Experience team. Bringing together education, visitor experience, and interpretation under one umbrella, the position offers a unique opportunity to work with a dynamic new organization to reinvent the public experience of two of the nation's most significant 18th-century buildings and make them relevant and resonant to 21st-century audiences. Reporting to the Visitor Experience Manager, the Visitor Experience Supervisor will help to facilitate the execution of a new visitor experience in a post-COVID-19 world as we prepare to reopen in summer, 2021, and will serve as a primary site manager on weekends.

Key Responsibilities

- Supervise day-to-day operations of museum interpretation and visitor experience, primarily on weekends
- Work with department manager and director in hiring and training of Visitor Experience Staff
- Assist Visitor Experience leadership in development and execution of new tours, gallery talks, and other visitor experience & education programs
- Assist in coordination and execution of educational and visitor experience programs for schools and adult groups
- Work collaboratively with the Museum Experience team on a broad portfolio of museum programming for diverse and eclectic audiences
- Opening and closing of historic sites

Qualifications

- Ability to work weekends and some holidays
- Past experience with museum experience or education preferred but not required
- Excellent writing/editing skills
- Strong organizational skills
- Ability to thrive in a fast-paced, entrepreneurial, and creative environment
- Attention to detail, ability to multitask and self-manage multiple projects
- A strong interest in history, and a desire to make Revolutionary Era history relevant to contemporary audiences and to widen its reach
- Ability to walk up and down steep, narrow staircases and lift up to 20 lbs.

Physical Requirements

Candidates will be expected to work out of offices and historic sites in downtown Boston. Some staff offices are located on the third floor of a 300 year old historic building



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without an elevator. Candidates should be able to carry equipment and supplies up and down stairs.

Benefits

Generous paid time off schedule; 403b with 5% match after one year; and free admission to many local museums.

To apply, please email your resume and brief cover letter to HR@RevolutionarySpaces.org with “VX Supervisor” in the subject line.