



Director of Visitor Experience

To Apply: Please submit a cover letter, resume, and writing sample (preferably a tour content guide or script document) to jobs@thehermitage.com with the position title in the subject line.

The Andrew Jackson Foundation

The mission of the Andrew Jackson Foundation is to preserve the home place of Andrew Jackson, to create learning opportunities and to inspire citizenship through experiencing the life and unique impact of Jackson.

Andrew Jackson's Hermitage has been open to the public as a historic site since 1889 and has been recognized as a National Historic Landmark since 1960. Today, the 1120-acre site is owned and operated by the Andrew Jackson Foundation, a private nonprofit organization. Annually, 220,000 people visit The Hermitage property to learn about the life and legacy of Andrew Jackson, Jacksonian America, and the Hermitage Enslaved Community.

Job Summary:

The Director of Visitor Experience is responsible for designing and implementing engaging and memorable visitor experiences that further the mission and the strategic goals of the Andrew Jackson Foundation.

Supervisory Responsibilities:

- Oversee the Visitor Experience Department's daily operations.
- Hire, train, and evaluate the performance of all Visitor Experience Staff.
- Delegate the workload of the Visitor Experience Department to Visitor Experience Managers and Guides in accordance with their skills, experience, and proven competencies.

Primary Job Responsibilities:

- Employ best practices in museum and interpretive engagement to craft engaging visitor experiences based upon the content initiatives of the Andrew Jackson Foundation.
- Model best behavior and train Visitor Experience Staff on best practices in customer service and hospitality.
- Build staff competency, capacity, flexibility, knowledge and communication to ensure seamless visitor experiences.

- Deploy staff strategically to align with Foundation budgetary goals and seasonal/daily visitor attendance patterns.
- Ensure that staff comply with the policies and procedures of the Andrew Jackson Foundation and the guidelines of the Visitor Experience Department.
- Interact with visitors, guests, and staff in a friendly, informative manner.
- Coordinate Visitor Experience Volunteers and other site volunteers.
- Provide guided tours to visitors, dignitaries, and donors as needed.
- Serve as a key member of the Visitor Experience Content development team.
- Research and develop content on historical topics related to Andrew Jackson, Jacksonian America, and The Hermitage as directed.
- Participate in the development and facilitation of education programs, activities, and tours.
- Perform other duties as assigned.

Required Qualifications & Skills:

- Excellent written and verbal communication skills.
- Excellent analytical and critical thinking skills.
- Strong organizational skills and attention to detail.
- Strong interpersonal and decision-making skills.
- Ability to portray complex information and concepts effectively.
- Proficient knowledge of Tennessee Curriculum Standards and education strategies.
- Proficient knowledge of the principles of museum education and site interpretation.

Education & Experience:

- Bachelor's degree in history, public history, museum studies or a related field required; Master's degree preferred.
- At least five years of experience in delivering engaging tours, programs, and educational content in a museum or historic home using multiple methodologies is required.
- At least three years of experience hiring, training, and supervising staff in a visitor experience, education, or interpretation department is required.
- At least three years of experience developing departmental staffing plans/budgets.

Physical Requirements

- Ability to stoop, bend, lift, climb stairs, stand for long periods of time, and walk.
- Ability to work outdoors in all weather conditions.
- Must be able to lift up to 50 pounds.

Salary Range and Benefits

- The salary range is \$80,000 to \$90,000.
- Benefits include medical, dental, vision, and 401k.