NATIONAL LAW ENFORCEMENT OFFICERS MEMORIAL FUND

MEMORIAL | MUSEUM | OFFICER SAFETY & WELLNESS

National Law Enforcement Officers Memorial Fund
Job Description

Position: Visitor Engagement Associate
Reports to: Manager of Visitor Services

Position Summary:
The National Law Enforcement Memorial and Museum seeks an enthusiastic and attentive associate to support its visitor services and education team. This entry level position will assist in the facilitation of museum educational programming and front-line visitor engagement. This position will aim for the highest levels of engagement, hospitality, and customer service with all interactions—staff and public alike.

Primary Areas of Responsibility:

- Work closely with the Manager of Visitor Services on all operations of the museum front desk.
- Work with the Manager of Programs and Educational Initiatives to facilitate lessons from a slate of existing museum workshops in the museum's classroom and on the exhibit floor.
- Demonstrate knowledge of program facilitation or classroom management.
- Demonstrate understanding of exhibit content, program offerings, and the institution's mission. Utilize this knowledge to effectively communicate in all public interactions.
- Effectively communicate museum offerings and admission details with visitors.
- Provide customer support and sales at the admissions desk.
- Adhere to institution-wide policies, including all procedures related to visitor services.
- Demonstrate knowledge of the museum industry best practices.

Knowledge/Skills/Abilities:

- Four-year college degree in Museum Studies, education, criminal justice, or any related fields required. Master's or progression to degree preferred.
- Classroom teaching or program facilitation – Museum education or K-12 education experience is preferred.
- Effective classroom management
- Experience working in a non-profit or mission-based setting preferred, especially in museum admissions operations.
- Strong customer service skills required; ability to make each visitor feel welcome.
- Comfort with technology required; experience with CRM point-of-sale system preferred.
- Strong organizational skills and ability to multitask required.
- Strong interpersonal and communication skills; multiple language skills are helpful, but not required.
- Flexibility and adaptability in an environment that is growing and changing.

Working Conditions:

- Ability to work flexible hours, including nights, weekends, and special events – especially during National Police Week in May
- Ability to lift 50lbs, stand or sit for extended periods of time, and able to walk long distances.

Compensation:

- Part-time
- Non-exempt
- $18/hour