



## Visitor Services Associate

**POSITION:** Visitor Services Associate

**REPORTS TO:** Memberships Manager

**HOURS AND FLSA STATUS:** Hourly, non-exempt. Shift opportunities are Monday-Friday from 10 am - 4 pm, onsite at the Weymouth Center for the Arts & Humanities. Potential for additional hours to support evening and weekend events, as needed.

**LOCATION:** Weymouth Center for the Arts & Humanities, 555 E. Connecticut Ave., Southern Pines, NC 28387

### **JOB DESCRIPTION:**

The Visitor Services Associate is responsible for the overall front office activities and for supporting the Executive Director, as well as staff, of the Friends of Weymouth, Inc. Board of Directors and Committee Chairpersons. They shall support the vision and values of the Weymouth Center for the Arts & Humanities to serve as a community hub of the arts and humanities, preserve the Boyd House as a literary and cultural center and to conserve its longleaf pine forest, gardens and grounds as a natural preserve and park.

### **CORE RESPONSIBILITIES:**

- Create a welcoming and warm space for all visitors
- Open and close the James Boyd House
- Answer phone and greet guests
- Follow up on messages and general questions for Weymouth
- Answer and reroute general inquiries for Weymouth via phone, in-person, mail and website
- Keep office and foyer organized and running efficiently
- Track inventory and order office supplies as needed
- Pay bills and support receipt coding and data entry for income and expense activities
- Schedule and offer docent tours, must be physically able to stand and walk for 45 minutes
- Assist with large mailings
- Pick up, open and distribute mail
- Data entry with donor database
- Manage general communication with all newcomers to Weymouth
- Coordinate with vendors & technicians to maintain technology and infrastructure
- Handle money and sales of Weymouth merchandise, provide assistance in online ticket sales

- Occasionally handle personal assistant duties for the Executive Director
- In addition to supporting work-day events, occasionally support evening and weekend events

### **DESIRED QUALIFICATIONS**

- A positive attitude and sense of humor
- 3 – 5 years' administrative, donor relations or customer service experience
- Proficiency with Microsoft Office (Word, Outlook, Excel, and PowerPoint)
- Proficiency with Google Suite for Business
- Experience working with a non-profit organization preferred
- Strong communication and interpersonal skills
- Strong problem solving and time management skills
- Exhibit a passion for building good-will and a strong community at Weymouth, in the broader community of the Sandhills and the state of North Carolina
- Enjoy working with a team of other committed and passionate staff members.
- Demonstrate the ability to perform job duties with a high degree of initiative and professionalism; demonstrated sound judgment, and patience.
- Ability to be flexible and pivot according to what's needed
- Willingness to complete projects outside of regular business hours

### **WORKING ENVIRONMENT & COMMITMENT TO DIVERSITY, EQUITY & INCLUSION**

Due to the public-facing nature of work at the Weymouth Center for the Arts & Humanities, Weymouth has adopted COVID-19 protocols that include masking while indoors, self-screening, and family and personal sick-leave policies in order to protect its employees and visitors. Weymouth adheres to CDC guidelines and supports vaccination recommendations. Weymouth Center is a vaccinated workplace, with a fully vaccinated staff team. Weymouth Center is closed for all Federal holidays.

Weymouth Center for the Arts & Humanities values diversity, equity and inclusion and proactively cultivates an inclusive culture amongst its staff, volunteers, and audiences. We seek candidates who represent and value the diversity of our community. Weymouth provides equal employment opportunities to all employees and applicants for employment without regard to race, ethnicity, religion, age, gender identity or expression, sexual orientation, disability, national origin, genetic information, or veteran status.

### **ABOUT WEYMOUTH:**

Weymouth Center for the Arts & Humanities is a central gathering place for artists, authors, and lovers of nature and the arts in the rural Sandhills of North Carolina. Weymouth Center was founded in 1977 to continue the artistic and community-building legacies of author James Boyd and humanitarian Katharine Lamont Boyd through the preservation of their historic home and grounds to present arts and educational programming, host writers-in-residence, and conserve the endangered longleaf pine ecosystem for use as a 501(c)(3) nonprofit center for the arts and humanities. In 2022

the Boyd House will celebrate its 100th year as a community icon. The history of the Boyds and the legacy of Weymouth is one of community investment, providing educational and artistic programming for its diverse community, including the nearby military (Ft. Bragg) and rural Sandhills communities.

Weymouth Center is supported by a professional staff and more than 100 volunteers, annually offering ~100 live community events including chamber music, literary readings, humanities lectures, jazz concerts, and creative youth development programming. For 40 years Weymouth has hosted a vibrant Writers in Residence program with up to 150 NC writers in residence each year and houses the NC Literary Hall of Fame, honoring 3-5 new NC authors every year. The Boyd House is listed in The National Register of Historic Places and was awarded a Certificate Of Achievement by the National Wildlife Federation. The Weymouth estate is free and open to the public and each year approximately 22,000 visitors attend events and walk the grounds. Visitors come from local Moore County and surrounding rural counties as identified by the NC Rural Center of Lee, Hoke, Scotland, Robeson, and Richmond. Additionally, Weymouth serves a large number of military families stationed at nearby Fort Bragg and Camp Mackall and living in Moore County.

**HOW TO APPLY:**

Interested applicants should send a copy of their resume and a cover letter describing their interest in the position and relevant experience to [jobs@weymouthcenter.org](mailto:jobs@weymouthcenter.org). No phone calls please. Interviews will begin immediately, and the position will be filled as soon as the most suitable candidate(s) are identified.