



April 2022

**United States Navy Memorial Foundation  
Operations Team Member  
Position Description**

**Title: Operations Team Member**

**Supervisor's Title: Director of Sales and Event Operations**

**The United States Navy Memorial Foundation:**

As a Navy embassy, the US Navy Memorial Foundation (the Navy Memorial) tells the stories of the men and women of the sea services, represented by the iconic Lone Sailor, through thought provoking programs, unforgettable events, and immersive exhibit experiences that are unique and easily accessible in and beyond our nation's capital.

The Navy Memorial's vision is "to be a lifelong connection for the men and women of the sea services and a gateway for the public, through understanding and engagement, to foster a greater appreciation for their service," created by a team that works in an "employee-owned environment."

The mission of the Navy Memorial is "*to Honor, Recognize and Celebrate the men and women of the Sea Services, past, present and future; and to Inform the public about their service.*" With a \$5M+ annual budget, the Navy Memorial completes our mission with a Visitor Center, 230-person Arleigh Burke Theater, Navy Log, Ship's Store and office spaces located adjacent to the United States Navy Memorial (Plaza).

**Nature of the Position:**

The Operations Team Member duties include customer service, operations logistics and event execution. Operations Assistants regularly provide information and assistance to visitors at the Memorial, setup and breakdown events and perform duties necessary to operate the facility.

This position is a part-time position and requires availability to work early mornings, evenings, weekends and holidays in support of the mission and operational schedule of the Navy Memorial.

**Duties and Responsibilities**

- Staff the "Quarterdeck", the Navy Memorial's name for our lobby
  - Greet visitors in a cheerful and courteous manner.
  - Provide information and assistance to visitors and guests. (Distribute brochures, orient visitors to facilities and amenities, promote educational programs, encourage visitors to join, provide information on the exhibits, etc.)

- Answer telephones, transfer calls, take and deliver accurate messages in timely manner.
- Document and address visitor inquiries, comments and complaints.
- Provide required support all events in the Visitor Center and on the Navy Memorial Plaza, including but not limited to:
  - Lifting and placement of stacking chairs, banquet tables, and other furnishings.
  - Lifting of equipment; pushing/pulling equipment dollies.
  - Set up and break down of tables and chairs.
  - Set up, operate, and break down of audio-visual equipment and speaker podiums.
- Facility Operations
  - Maintain cleanliness of the interior and exterior of the Memorial. Including litter pick up, sweeping, dusting, mopping (Visitor Center, including the Quarterdeck, Gallery Deck, and two Visitor Center restrooms), emptying trash bins, and seasonally shoveling snow
  - Open and close the building and exhibits.
- Adhere to safety protocols at all times.
- Perform other duties as assigned.

### **Measures of Performance**

- Enthusiastic “can-do” attitude and demonstrated initiative in accomplishment of assigned tasks.
- Adherence to work schedule - arrive on time, ready to work and in proper uniform.
- Greeting visitors and guests promptly and courteously with every interaction.
- Visitor Center and restroom appearance and cleanliness.
- Complete all assigned tasks given by Directors in a timely manner.
- Timeliness and quality of event execution.
- Positive customer feedback.
- Work collaboratively with the TEAM.

### **Key Qualifications:**

- High School Diploma or equivalent required (GED).
- Professional demeanor and appearance.
- A friendly and energetic personality with customer service focus.
- Ability to follow both oral and written instructions.
- Ability to perform under pressure and address complaints in a timely manner.
- Ability to remain calm during an emergency in order to effectively and efficiently handle the evacuation of visitors and guests should the situation warrant.
- Adaptable to a changing work environment.
- Basic computer and typing skills.
- Ability to work independently or as part of a team.
- Attention to detail and ability to handle multiple tasks simultaneously.
- Ability to effectively and efficiently complete job assignments despite changing priorities and numerous interruptions.
- Ability to demonstrate reliability and dependability.
- Available to work a variety of hours, which may include early mornings, evenings, weekends and holidays. (Required)
- Ability to pass an employment background check. (Required)
- Physical demands:

- This position involves constant moving, talking and listening, reaching, grabbing and standing. May occasionally involve stooping, kneeling, crouching and climbing ladders.
- This is a physically demanding job and the ability to perform these tasks safely and without injury is required for this position.
- Ability to lift up to 100 lbs. without injury.
- Prior military service a plus.

The U.S. Navy Memorial provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, sex, national origin, age, disability, genetics, sexual orientation, gender identity or gender expression.

In compliance with federal law, all persons hired will be required to verify identity and eligibility to work in the United States and to complete the required employment eligibility verification document form upon hire.