



**STATE OF VERMONT**  
**OFFICE OF THE SERGEANT AT ARMS**

## **Visitor Services Coordinator**

The Visitor Services Coordinator manages all tours and programs within the Capitol District through the Sergeant at Arms Office and under direction of the Vermont State Curator's Office. This position serves as the point of contact for all visiting groups in the Capitol District, including school groups, tour groups, and other organizations, and acts as a resource for individual visitors. The Visitor Services Coordinator arranges any other activities that enhance the visitor experience of the Vermont State House, including recruiting and managing a team of volunteers who assist with tours and visitor services. The person in this role acts as an ambassador of the State and the State House for visitors to Vermont and its capitol building from all over the world.

Minimum starting wage of \$20.76/hour, with potential for an initial offer adjustment based on applicable qualifications and experience. This position is scheduled for 32-hours per week, with the possibility of increasing to 40 hours in the future. The comprehensive State benefits package includes health insurance and retirement plans.

### **Education and Experience:**

Required:

- Associates degree, and
- 3+ years in a related, professional work environment

Preferred:

- Bachelors degree in history, government, art, architectural history, education, or related field
- Experience in a teaching, customer service, or office administrative work environment

### **Required Skills:**

- Excellent interpersonal and customer service skills, including a willingness to interface with members of the public, State House staff, members of the Legislature and other elected officials and their staffs, the Secretary of State's office and other State employees.
- Excellent written and oral communication skills, including public speaking experience.
- Proficient in administrative capabilities, including correspondence, scheduling, and training.
- Detail oriented and organized, with proven research and administrative capabilities.
- Ability to maintain a flexible schedule including working extended hours.
- Ability to smoothly adapt to sudden changes in workflow and task assignments.
- Proficient with MS Office Suite, Google applications, and data management.
- Ability to remain non-partisan in a political environment.

To apply, please submit a resume and a cover letter by e-mail to:

HRApplications@leg.state.vt.us. Please put your name and "visitor services" in the subject field of the e-mail.

The Vermont General Assembly is an equal opportunity employer and applicants will receive consideration for employment without regard to race, color, national origin, religion, sex, sexual orientation, gender identity, disability, veteran status, or other protected category.