WORD ASSOCIATE (Visitor Services Representative)

Reports to: Director of Operations and Visitor Services
FLSA Status: Seasonal, Regular, Non-exempt employee
Date Written/Revised: November 2026

ORGANIZATION

Planet Word (www.planetwordmuseum.org) is an interactive museum that brings language to life with unique, immersive experiences for people of all ages. Nothing like it exists anywhere else in the world. Founded by Ann Friedman, the museum has been established in the restored National Historic Landmark Franklin School, at the corner of 13th and K streets in the heart of Washington, D.C

Planet Word's commitment to promoting diversity, multiculturalism, and inclusion is clearly reflected in the stories we tell. At Planet Word, we strive to provide a forum for civil discourse and to be a place where our community, in all its vibrant diversity, can gather to share the words that bridge differences and forge solutions.

POSITION

Word Associates work with the VS team ensuring that the guest experience at Planet Word is engaging, enjoyable, and aligned with the museum's core values.

The Visitor Services team is dedicated to ensuring a safe, enjoyable, and enriching experience for all guests across the museum's galleries and installations. This team plays a key role in managing admissions, overseeing the gift shop, and Lexicon Lane. Additionally, they handle group reservations and orientation, implement member benefits, and serve as ushers and greeters for museum programming. Through their commitment to excellent service and operational efficiency, the Visitor Services team ensures smooth, seamless operations that enhance the visitor experience.

Occasionally Word Associates may also have opportunities to assist with projects for other museum teams, including retail inventory, exhibits and A/V, education, community outreach, social media, and administration.

ESSENTIAL FUNCTIONS (*other duties as assigned)*:

- Engage in and promote excellent customer service, ensuring a warm, safe, welcoming visitor experience is at the forefront of all interactions
- Provide visitors with clear and accurate information on merchandise, membership, exhibits, programs, and events at Planet Word, as well as the history of the Franklin School and its architectural features
- Process admissions, memberships, program passes, donations, exchanges, and store sales transactions utilizing a POS and cash register
- Engage individual and groups from diverse backgrounds in an energetic, friendly, positive, and professional manner, including providing orientation and oversight throughout museum visit
- Actively monitor and maintain galleries and exhibits maintaining a safe environment for staff and visitors
- Oversee and guide visitors through Lexicon Lane puzzle experience
- Assist with exhibit breakdowns and resets to ensure exhibits remain in optimal condition for visitors
- Oversee galleries during special extended hours for events or programming
- Attend regular trainings
- Assist other teams with additional duties
- Adhere to Planet Word's policies and procedures and represent the museum's core values
- Support a culture of cross-organization communication, collaboration, and information sharing

- Additional duties as assigned

QUALIFICATIONS AND SKILLS

- High School Diploma or GED
- 1+ years of experience in customer service and/or retail
- Technical proficiency with point-of-sale systems
- Experience working with families and groups
- Bilingual or knowledge of ASL a plus
- Ability to adapt to changing visitor needs, patterns, and priorities
- Talent for personal interaction; ability to share enthusiasm for Planet Word and for gift shop merchandise
- Ability to work independently and in a team environment
- Demonstrated punctuality and dependability
- Ability to work weekends, holidays, and a flexible schedule around events

OTHER REQUIREMENTS

- Able to work a minimum of 18+ hours or 3+ days/week
- Availability: weekends is a must
- Start date: December 7, 2026
- Seasonal position through Sunday, January 3, 2027 (with PT extension potential)

WORK ENVIRONMENT AND PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Physical abilities to perform all core functions and duties of the position, including but not limited to the following: ability to communicate clearly; visual acuity including but not limited to color vision, depth perception, central and peripheral vision, close vision, visual acuity to read, and visual acuity to view a computer monitor for long periods; manual dexterity to operate a computer keyboard for long periods. Standing for long periods of time; lifting up to 40 pounds; bending, reaching, pushing, pulling, and climbing a step ladder.

SALARY $22/hour

TO APPLY

Please send your resume via email to: careers@planetwordmuseum.org
Subject: Visitor Services, Word Associate

Planet Word's policy is to provide equal opportunity employment (EOE) to all persons. Planet Word recruits, employs, trains, compensates, and promotes regardless of race, religion, color, national origin, sex, disability, age, veteran status, and other protected status. Planet Word's commitment to promoting diversity, multiculturalism, and inclusion is clearly reflected in the stories we tell. At Planet Word, we strive to provide a forum for civil discourse and to be a place where our community, in all its vibrant diversity, can gather to share the words that bridge differences and forge solutions.