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Summer 2025 Impact Interns Position Description

Organization Information

Organization Name: DC History Center

Address: 801 K ST NW, Washington, DC 20001

Organization Website: dchistory.org

Organization Description: Established in 1894 and located at the Carnegie Library in Downtown, the DC History Center is a community-supported nonprofit organization, which deepens understanding of our city's past to connect, empower, and inspire. It collects, interprets, and shares the history of our nation's capital through research and scholarship, adult programs, youth education, and exhibits. We seek to do this work as a welcoming and inclusive community that fosters curiosity and nurtures civic engagement to strengthen the District for all.

Position Logistics

Intern Preference: No preference

Start and End Date: June 12 – August 17

Hours per Week: 22

Number of Weeks: 10

Expected Daily Hours:

- Thursday 11:45-7:30, 2 shifts@4 hours minimum, may be filled by the same person
- Friday 11:45-7:30, 2 shifts@4 hours minimum, may be filled by the same person
- Saturday 11:30-6:30 2 shifts@4 hours minimum, may be filled by the same person
- Sunday 11:30-6:30 2 shifts@4 hours minimum, may be filled by the same person

Important Availability Dates: None; however, mutually agreed upon evening and weekend hours to support all-staff programs and public events outside of exhibit hours may arise

Location: In-person

Position Information

Core Technical Skill Set:

- Evaluation - includes survey analysis, collecting participant feedback, and data management
- Direct Service - includes hands on engagement with beneficiaries, working with volunteers, and supporting program operations

General Duties and Responsibilities:

In Summer 2025, the DC History Center opens its brand-new exhibit, *Class Action: The Fight for Equal Education in the Nation's Capital*. Visitor Services Assistants are critical to a successful launch of this exhibit and in facilitating the public's interaction with the content. In addition to learning about the history of the public education system in the nation's capital, you will develop administrative and customer service skills. Through our exhibits, publications, and programs, you can also learn about transportation, culture, social justice, neighborhood development, and additional topics relating to local life in the nation's capital.

Visitor Services Assistants staff our exhibit welcome desk, galleries, and retail space during our open hours. You may also support DC History Center participation in public programs. In this role, you will primarily:

- Introduce visitors and program participants to the DC History Center's mission and encourage engagement with our programs, library and collections, exhibits, and publications
- Orient visitors to exhibit content
- Monitor public use of exhibit spaces
- Staff the register in the retail space
- Staff DC History Center presence at public events

Specific Deliverable(s):

- Prior to the conclusion of the internship, the Visitor Services Assistants will present to the staff an analysis of visitor engagement as observed and facilitated over the course of the summer, including meaningful recommendations for adjustments and enhancements to the exhibit interactives. This analysis will inform our planned K-12 field trip offerings and group visits that will begin in late Fall 2025.

Qualifications:

- Demonstrated customer service experience
- Interest in the fields of museum studies
- Enthusiasm about learning and sharing local DC history

Preferences:

- Retail experience
- You enjoy people

Physical Demands of Position: You can manage your energy and focus over the course a full shift on the floor, adjusting with ease to the ebbs and flows of foot traffic to provide an excellent experience to every visitor.