Guest Experience Associate

At Plimoth Patuxet Museums we bring to life the remarkable stories of the people (Indigenous and English) who lived along these shores of change 400 years ago. Our Guest Experience Associates create a positive and memorable experience for our guests.

In this position you will lead and/or be part of several walking tours of the Museum’s historical sites, guiding our guests through exhibits and programs. This position also provides educational programs and living history programs. There is an option (not required) to learn some traditional skills and demonstrate those to guests.

Full-time and part time positions are available. Daily work hours vary according to the season, but in general between 9:00 a.m. and 5:00 p.m. daily. Mornings and early afternoons are busy when schools are in session; weekends are busy if the weather cooperates. Some early evening work during the summer season.

Do you enjoy meeting new people and having conversations with them on subjects they’re interested in and you’re knowledgeable about? Do you love to entertain and educate? Are you interested in the history of our country and sharing that with guests from around the country and around the world? Do you enjoy being outdoors in all sorts of weather and walking (a lot)? If so, working at Plimoth Patuxet Museums as a Guest Experience Associate may be the job for you. If you are interested, please apply online at https://www.plimoth.org/forms/online-job-application. No experience necessary; we offer an in-depth training program.

Major Responsibilities

- Describe various points of interest on the tour, and answer guests’ questions. (We provide you with comprehensive training in the history you will need to know.)
- Assist guests with other information related to their visit.
- Greet guests and distribute materials to the group at the beginning of the tour.
- Work with the Guest Experience Managers to develop new tour information or themes based on topics guests have expressed interest in.
- Be mindful of safety and comfort at all times. Ensure that policies & procedures designed to protect the Museum’s guests, staff and volunteers, as well as the Museum’s property, are followed. Report any concerns to the supervisor. Monitor the behavior of the group you are leading to ensure a safe visit for all.
- Developing long-term relationships between our guests and the Museum is vital to the continued mission and success of Plimoth Patuxet Museums; warm and welcoming hospitality is essential in achieving this goal. Converse with all guests and coworkers in a courteous and respectful manner at all times.
- Guided walking tours of up to 90 minutes for general and specialist audiences; some of which will have pre-determined scripts, others will require the guide to determine best places to go and topics to discuss based on guest interests.
- Keep an eye out for guests who may require assistance, inclement weather, safety/security obstacles, or any other unusual situations and circumstances, and, as needed, notify Guest Services, Facilities or a supervisor.
- Wear and communicate using voice amplification devices
• Create, prepare and run education, dining and public programs for ages kindergarten through life-long learners on the living history sites, at the museum, virtually (on-line) and at schools
• Attend staff development training sessions and departmental meetings as requested by supervisor.
• Other duties as assigned.

This outline description focuses on the primary duties of the position. It is not designed nor intended to include all duties and responsibilities inherent in satisfactory performance of the position. Management reserves the right to revise this job description from time to time as needed.

Qualifications and Skills
• Must be at least 18 years old.
• High school diploma or equivalent required; college courses in education preferred
• Fluent in English.
• Superb interpersonal skills and a positive, can-do attitude.
• Effective and engaging communication skills. Able to speak clearly and informatively and comfortable presenting information to guests of all ages and abilities including K-12 students, university students, families, and tourist groups. Excellent conversational skills with a knack for storytelling.
• Being comfortable greeting and leading group tours and working with guests is essential as well as being comfortable having conversations with a diverse audience of various nationalities and cultural, ethnic, political, social and religious backgrounds.
• Imperturbability and patience are helpful traits. Must be able to maintain a professional composure and appearance at all times. Experience in customer service and/or education is preferred but not required.
• Ability to respect and appreciate the cultural richness, beliefs and diversity we represent.
• We are open 7 days a week, so some flexibility with your schedule is helpful. Must be able to work Saturday or Sunday (being able to work both weekend days is a plus). Some holidays and evenings may be required (depending on the time of the year and operating hours of the Museum).

Physical Requirements
The physical requirements 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.

While performing the duties of this job, the employee is regularly required to stand and walk for extended periods of time; to sit and bend; climb stairs; handle objects; reach with hands and arms; talk and hear. Must be able to lift 25 pounds.