Guest Experience Lead - Apothecary

The Guest Experience Lead (GEL) position is a multifaceted role in the Guest Experience/Historic Sites team. In addition to the regular duties of a Guest Experience Associate, the Leads specialize in one area of expertise. The GEL - Apothecary focuses on the use of plants as medicine in the context of 17th century England, Plymouth colony, and Historic Patuxet. The GEL provides information and leads programs onsite and online for the Museum’s guests. The goal of this position is to foster public understanding about herbalism and the traditions surrounding it and the role and purpose of 17th-century apothecaries and related topics. Wearing modern clothing and speaking from a modern perspective, the GEL will give timed, scheduled programs, talks, and tours. Works onsite and online with colleagues to deliver a high quality, engaging, interactive, fun and educational experience to guests.

ESSENTIAL DUTIES and RESPONSIBILITIES:

- Provide a friendly and welcoming presence for all guests and coworkers throughout the Museum.
- Study primary source material (written and pictorial) on Plymouth Colony history, 16th- and 17th-century English herbal medicine with a particular emphasis on the worldview, herbs, practices, and techniques used by English and Dutch people during this period.
- Working from 17th-century primary source material, demonstrate making traditional herbal medicines in the Apothecary exhibit.
- Create, prepare and run educationally based programming both on and off site, including after hours programming. Lead guided tours and timed programming as assigned.
- Work with the Education and Public Programs Departments to host educational programs for students and lifelong learners -- onsite, online and at offsite locations.
- Evaluate and revise programs based on guests’ feedback.
- Fulfill orders placed by the Director of Retail Operations and Merchandising. Meet deadlines for filling the orders.
- Maintain supplies necessary for daily demonstrations; keep records of production and materials used.
- Develop opportunities to infuse themes of herbalism into aspects of daily life on-site.
- Train staff and volunteers on elements of herbal medicine related to the story of Plymouth colony and Historic Patuxet.
- Engage guests in thought-stirring and informative conversations about the history of the 17th-century Atlantic world.
- Involve guests in activities and programs in a participatory, and/or hands-on manner.
- Properly care for all museum owned materials in your use including but not limited to reproductions, historical clothing, training materials, uniforms and tools.
- Assist in maintaining the sites.
- Wear and use voice amplification devices.
- Attend all meetings, training and professional development sessions as requested by supervisor.
- Adhere to the policies of Plimoth Patuxet Museums as outlined in the Museum Employee manual and current job description.
- 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.
REQUIRED SKILLS:
To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Demonstrated knowledge of plants and spices.
- Interest in the 17th-century, historical horticulture, medical practices and foodways.
- Fluent in English; 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.
- Reliability, dependability and punctuality. Demonstrated ability to make decisions that put safety first at all times; can-do attitude
- Ability to work independently, without direct supervision as well as part of a team.
- Skilled at using Google Suite, Zoom and other computer applications
- Ability to wear and communicate using wearable voice amplification
- Must be able to read and understand a variety of historical and educational sources.
- 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.

EDUCATION and EXPERIENCE:
A high school diploma or equivalent required; BA preferred in a related field. Interest in and at least two years of experience working with the public in some capacity is essential. Experience working with children in an educational or arts/culture organization is strongly preferred

PHYSICAL REQUIREMENTS:
The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. This position requires indoor and outdoor work, sometimes in adverse climatic conditions. Duties may include working sitting, standing, bent over or kneeling; may involve some lifting and moving of objects up to 20 pounds; standing for extended periods; climbing stairs.

WORK ENVIRONMENT:
The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. The workplace is not always climate controlled. This position requires outdoor work in a variety of weather conditions. Work
may be performed in dusty and smoky environments; in dimly lit areas; near open fires. The noise level in the workplace varies from quiet to loud.