

PLIMOTH PLANTATION JOB DESCRIPTION

Department: Museum Experience Group
Job Title: Living History Educator
Reports to: Guest Experience Manager, Guest Experience Assistant Manager
FLSA: Non-Exempt
Position: Seasonal
Supervises: None



Joining our Museum Experience Group you will play your part in helping museum guests experience Plimoth's unique outdoor history exhibits. Creating a friendly atmosphere while welcoming diverse audiences, you will be ensuring a museum quality, exceptional guest experience. Flexibility is essential as priorities change due to staffing and visitation on any given day.

Working in the gardens, houses and in other sites, you will be instrumental in keeping the Museum's sites looking their best to help ensure a positive experience for our guests. You'll enjoy being a part of a busy team, engaging guests with the Museum's mission. As a confident communicator, you will be comfortable talking with a variety of people of all ages. As a natural problem solver you will seek to use your initiative to overcome practical issues that come up as part of working at a historical site. With the ability to follow processes and procedures you will also be able to handle the unexpected when it arises.

You will enjoy the rewards of a great team environment and an inspiring location, helping to make Plimoth a wonderful place to visit and work.

POSITION SUMMARY

Living History Educators provide a positive, friendly and welcoming environment throughout the Museum by facilitating engaging and informative interactions in which Museum guests of all ages can explore history according to their own interests. Accurately interpret 17th-century life using both 1st- and 3rd-person techniques on the Museum's living history sites, elsewhere on Museum grounds, and offsite as assigned. Ensure the safety of all guests, staff and animals. Foster a spirit of collaboration and cooperation in working with all Museum colleagues including volunteers, Museum Guides and tour guides. Living History Educators work to maintain an optimal programmatic environment for Museum guests to experience Plimoth Plantation's mission.

The Living History Educator will perform with attention to professionalism at all times and is personally accountable for ensuring the continued success of Plimoth Plantation's programs. Living History Educators should have a passion for conveying the multicultural history, politics, arts, culture and science of Plimoth Plantation's programs to diverse audiences and communities.

ESSENTIAL DUTIES and RESPONSIBILITIES

- Through conversation and the exhibition of traditional crafts and domestic skills, interpret the daily life, history and culture of the communities presented by Plimoth Plantation.
- Proactively initiate engaging and informative interactions.
- Represent the past through the accurate, gender-specific re-creations of 17th-century agricultural, martial, domestic, leisure and maritime activities.

- Learn and demonstrate mastery of all the entry-level primary and secondary sources and audio files provided as training materials for varied types of interpretation and performance.
- Practice proper care and use of all artifacts and tools (including fire, training materials and equipment as well as assigned uniforms and traditional clothing).
- Demonstrate an understanding of varied learning styles and the methods that the Museum uses to share information in an effective way for each of these learning styles.
- At all times, ensure the safety and comfort of all staff, guests, animals and Museum property.
- Attend the all-MEG 9:00 am morning meeting. Each employee should be dressed appropriately for the day's assigned location and duties.
- Collaborate with colleagues across the Museum Experience Group to create experiences for guests that are welcoming and individualized to that person's interest and abilities. Ensure a relevant, inclusive experience for all.
- Provide a friendly and welcoming presence for all guests and coworkers throughout the Museum.
- At all times, support the Museum's mission, vision, core values and customer service philosophy.
- Model and help to sustain a culture of philanthropy within the Museum Experience Group.
- Adhere to the policies of Plimoth Plantation as outlined in the Museum Employee manual and current job description.
- Other duties as assigned.

This description focuses on the primary duties of the position. It is not designed nor intended to include all duties inherent in satisfactory performance of the position, and it may be revised from time to time. The omission of specific duties does not preclude the supervisor from assigning duties that are logically related to the position.

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.

- Reliability, dependability and punctuality.
- Patience and imperturbability.
- Excellent interpersonal skills. A good sense of humor will help to keep everything in perspective.
- Ability to follow directions.
- Attention to detail.
- Personal accountability.
- Being courteous.
- Honesty.
- Ability to work safely.
- Some degree of dexterity.
- Ability to communicate skillfully with a wide range of people from different cultural and social backgrounds.

- Ability to communicate skillfully with people of varying ages, language skills and physical abilities.
- Ability to interpret and apply the information you learn.
- Fluency in English, strong verbal skills, and ability to communicate clearly and engagingly with guests and colleagues.
- Capacity to analyze, synthesize and accurately discuss varied primary and secondary historical sources, both documentary and material.
- Have an engaging and creative personality for sharing the Museum's comprehensive themes and content in ways that inform and entertain guests.
- Ability to work independently, without direct supervision.
- Maintain a professional work attitude and act with the highest standards of respect and courtesy.
- Serve as a role model for all museum staff.

EDUCATION and EXPERIENCE

- A high school diploma or equivalent; experience in a related field preferred but not required.
- Interest and experience working with the public is essential.
- Must be able to read and interpret a variety of historical and educational sources. Within a reasonable period, the incumbent must demonstrate understanding of 17th-century English, American, Native American and European history and the spectrum of learning styles and be able to apply this knowledge in interactions with Museum guests.

COMMUNICATION SKILLS

- Ability to effectively engage museum guests, present information and respond to questions from like-age and mixed-age groups of all ages.

REASONING ABILITY

- Ability to solve practical problems, to establish priorities, and accomplish tasks in order of importance; to help organize materials to accomplish tasks efficiently; to interpret and follow oral and written instructions.
- Ability to create safe spaces for children and learners of all ages.

OTHER SKILLS AND ABILITIES

- Ability to communicate and work effectively with others, both staff and volunteers. Must be able to work independently or as part of a team to deliver quality museum programming. Flexibility in working hours, days and programs delivered is essential. This position may require weekend work.
- Proficient in basic computer skills.

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; standing for extended periods; climbing stairs, ladders, companionways, and/or gangways.

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 conditions. Work may be performed in dusty and smoky environments; in poorly lit areas; near open fires. The noise level in the workplace varies from quiet to loud.

ADDITIONAL REQUIREMENTS

Must be available to work Saturdays, Sundays and some holidays. Flexibility in work hours and days off is required. Depending on the season, this position may include working additional night/weekend hours or days as needed.

CORE COMMITMENT

Whether part-time or full-time, year-round or seasonal, all staff and volunteers at Plimoth Plantation advance the Museum's educational mission and strategic goals. They uphold the Museum's core values and principles in their work and in all of their interactions with the public and with coworkers. This commitment helps to ensure that Plimoth's reputation for excellence is maintained and that, as stewards of the Museum, we are helping to create a relevant and sustainable future for Plimoth Plantation. The core principles that guide us in our work are:

- **Safety and Comfort:** Safety is paramount. At all times, we conduct ourselves and our work to ensure the safety and comfort of all guests, staff, animals and Museum property.
- **Compassionate Customer Engagement:** Because Plimoth Plantation exists to serve the public and it is their interest, goodwill and generosity that support the Museum's mission, we commit to consistently providing our guests with the Museum's unique brand of compassionate customer engagement.
- **Professional Excellence:** It is only through continual improvement that we can move the Museum forward. Therefore, we strive for excellence in all aspects of our work every day. We approach our work with earnestness, vigor and the express purpose of providing enriching experiences for our guests.
- **Personal Accountability:** Within the scope of our positions, we believe that we are each *personally* accountable for improving the guest experience and for creating a rewarding, enjoyable workplace for ourselves and our colleagues.
- **Advance a Culture of Philanthropy:** As employees of a 501(c)(3) charitable organization, we understand that philanthropy strengthens and sustains the Museum. In addition to earned revenue, Plimoth Plantation relies on support income (fundraising) from a variety of sources. This includes individual donors, private foundations and government agencies. We recognize Development as a vital tool that advances the Museum's mission, strategic objectives and highest ideals. We treat every person as a valuable collaborator, donor and member of our Plimoth Plantation team.
- **Teamwork:** We believe that teamwork is essential to achieving Plimoth Plantation's educational mission. We value the satisfaction and fun that comes from working together toward a common goal or vision. Each of us takes responsibility for creating a collaborative, competent, cooperative environment and ensures that every member has the opportunity to contribute to the success of the team.