



EMPLOYEE JOB DESCRIPTION

TITLE: Education Specialist - Interpreter
DEPT: Visitor Experience
REPORTS TO: Director of Visitor Experience
FLSA STATUS: Part-time, Non-Exempt, availability up to 31 hours a week

SUMMARY OF RESPONSIBILITIES:

Deliver high-quality educational experiences and facilitate visitor engagement, connecting visitors to HMG's collections and encouraging visitors to explore, discover, and learn together. Fulfill the duties of Interpreter by providing high quality, memorable experiences that exceed expectations, including creating informal interactive learning opportunities for multi-generational audiences. Adhere to HMG policies and procedures while facilitating a safe, positive, and engaging experience for museum visitors during regular visitation, public programming, and private events. In addition, present formal educational programming for student and adult group visitors and facilitate informal outdoor educational opportunities in Hidden Hollow.

POSITION REQUIREMENTS:

1. The position of Education Specialist - Interpreter is a part time, non-exempt, at will position; availability from April-October and during Gardens Aglow is expected unless otherwise authorized by the Director of Visitor Experience. You must be able to attend all mandatory training sessions, both prior to opening and throughout the season, unless otherwise authorized.
2. Must be a dynamic educator with a related educational background or demonstrated previous experience.
3. Must have exceptional customer service skills, commitment to teamwork, excellent communication and strong interpersonal skills.
4. Must enjoy working with all members of the public, including children and families, and be comfortable facilitating visitor learning experiences.
5. Must be willing to work outdoors for the majority of your scheduled shift, including in uncomfortable weather or conditions, and on varying terrain.
6. Must provide a minimum of two shifts per week. Weekend work required as scheduled.
7. Must work a minimum of 22 hours for special events throughout the season, including evening events, and must provide availability for both nights of the Sandwich Halloween Festival.
8. Must provide a minimum of 16 shifts for Gardens Aglow, including dates adjacent to Thanksgiving and Christmas.
9. Must be able to lift 40 pounds unassisted and be on your feet for extended periods of time, often the majority of your scheduled shift.
10. Must be comfortable with and willing to operate two-way radios and exhibit technology (television screens, video players, iPads, computers, etc.) as necessary.
11. Must be able to count attendance, perform simple mental math, and track statistics.
12. Must be able to exercise sound judgment, abide by and enforce procedures, and be able to take initiative quickly to resolve security or safety issues while remaining calm and clear-headed.
13. Must be at least 18 years of age and complete the certification training to operate a carousel.

SPECIFIC RESPONSIBILITIES:

1. Welcome and engage museum visitors and assist them with accessing museum resources. Effectively share accurate information on the museum’s mission, history, collections, and exhibits. Understand HMG’s unique appeal to various visitor groups.
2. Facilitate informal learning activities for adult, youth, and family audiences that encourage interactions and learning through exploration, including hands-on activities and gallery interpretation. Use appropriate interpretive techniques including inquiry and open-ended questioning, storytelling techniques, participatory strategies, encouragement of photography, etc. to provide engaging visitor interactions that connect multi-generational audiences with exhibit and garden content.
3. Create a welcoming, fun environment in Hidden Hollow that is conducive to play and learning. Model positive educational, creative, respectful ways to interact with children and their caregivers. Redirect play when it is unsafe or inappropriate, providing positive alternatives. Maintain an inviting physical environment that is comfortable and engaging for both children and adults. Reset activity areas regularly, and report maintenance or materials replenishment needs when necessary.
4. Facilitate dynamic school and youth group experiences, providing engaging programs that meet the needs of a variety of learning styles and connect to STEM and classroom curriculum in fun and memorable ways. This includes providing instructional engagement and leading content-based interactive activities scheduled throughout the season.
5. Learn and facilitate programs for adult and family audiences, including thematic tours and hands-on discovery cart activities, meeting the needs of individual groups while sharing HMG content. Present these programs as scheduled.
6. Demonstrate program content mastery and understanding of developmentally appropriate practice, sensitivity to audience needs, effective group management, and use of engaging educational strategies.
7. Understand, follow, and enforce HMG policies and procedures, including health and safety guidelines, to ensure the safety of museum staff, visitors, facilities, and collections, engaging with Security staff as necessary.
8. Work with Visitor Experience Coordinators, Leads and staff, Retail staff, and Security staff to collectively meet visitor needs and provide a uniform visitor experience.
9. Be informed about and offer visitors information regarding programs, events, daily operations, membership and Development opportunities, and museum policies and procedures.
10. Respond appropriately to visitor questions, comments, and concerns. Communicate visitor feedback using appropriate channels (Daily Log, Whiteboards, Morning Meetings, Leads, Director of Visitor Experience, etc.).
11. Project a positive image, serving as an ambassador for the museum both at HMG and while out in public.
12. Open/close buildings and areas as scheduled, following established procedures. Carry out cleaning and organizing duties as outlined for each area throughout the day.
13. Participate in mandatory pre-season and ongoing trainings, including specialized additional formal program training, to learn content, audience techniques, and to hone customer service and interpretive skills.
14. Attend all Morning Meetings on days scheduled and all recurring monthly staff meetings to stay current in good museum practices, effectively share information, foster good working relationships, provide feedback and insights, and learn information regarding the museum’s daily and weekly events in order to communicate accurately with visitors.
15. Assist with daily operation needs (such as materials preparation, set up, break down, facilitation, etc.) and public program and special event duties as required.
16. Perform all other duties as assigned by the Director of Visitor Experience, Visitor Experience Coordinator, Visitor Experience Lead, Admissions and Database Coordinator, Admissions Lead, Chief Programs Officer, or President & CEO.

Approved by: _____
Education Specialist - Interpreter Signature Date

Approved by: _____
Director of Visitor Experience Signature Date

Original copy of job description with signatures should be filed with the Human Resources office.