



EMPLOYEE JOB DESCRIPTION

TITLE: Indigenous Interpreter
DEPT: Visitor Experience
REPORTS TO: Director of Visitor Experience
FLSA STATUS: Part-time, Non-Exempt, availability up to 30 hours per week

SUMMARY OF RESPONSIBILITIES:

Share information and foster public understanding of the history, culture, and lifeways of the Wampanoag people. Facilitate visitor engagement centering on the wetu, mush8n, and Three Sisters Garden outdoor exhibits, encouraging visitors to explore, discover, and learn together about the Wampanoag Tribe - both historically and today - through the use of exhibit content and supporting hands-on materials. Fulfill the duties of Interpreter by providing high quality, memorable experiences that exceed expectations, including creating informal interactive learning experiences 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.

POSITION REQUIREMENTS:

1. The position of Indigenous 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 have exceptional customer service skills, commitment to teamwork, excellent communication and strong interpersonal skills.
3. Must enjoy working with all members of the public, including children and families, and be comfortable facilitating visitor learning experiences.
4. Must provide a minimum of two shifts per week. Weekend work required.
5. Must work a minimum of 16 hours for special events throughout the main season, including evening events, and must provide availability for both nights of the Spooky Knights Halloween event.
6. Must provide a minimum of 16 shifts for Gardens Aglow, including dates adjacent to Thanksgiving and Christmas.
7. A knowledge of Indigenous foodways and crafts is helpful, but not required.
8. Must be able to lift 30 pounds unassisted, which may be above or below shoulder level, and be on your feet for extended periods of time, often the majority of your scheduled shift.
9. Must be comfortable with and willing to operate two-way radios and exhibit technology (television screens, audio/video players, iPads, computers, etc.) as necessary.
10. Must be able to count attendance, perform simple mental math, and track statistics.
11. 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.
12. Must be willing to work outdoors for the majority of your scheduled shift, including during uncomfortable weather conditions, and on varying terrain.
13. Must be able to traverse varying terrain occasionally, including steep and uneven ground.

14. Must be at least 18 years of age and complete the certification trainings to operate a carousel and model trains.

SPECIFIC RESPONSIBILITIES:

1. Welcome and engage museum visitors and assist them with accessing museum resources. Effectively share accurate information about the Wampanoag people and how their story is important to the museum’s mission, history, and exhibits. Understand Heritage’s place in the story and help to amplify the voices of our Wampanoag partners to advance our common goal of educating visitors about the Wampanoag Tribe’s history and culture, both historically and today.
2. Create a welcoming and safe space for conversations.
3. Work with the Visitor Engagement Department and our partners at SmokeSignals to help develop interpretive goals, and to appropriately use reproduction artifacts and research to educate museum visitors about the Wampanoag people. Be familiar with written training materials on Indigenous history, both pre- and post-English settlement, and share resources and knowledge with visitors about the changes in customs and traditions throughout history to today.
4. Facilitate informal engagement with adult, youth, and family audiences that encourage interactions and learning through exploration. Lead hands-on activities and exhibit interpretations that center around Wampanoag culture and lifeways. Use appropriate interpretive techniques such as 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.
5. 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.
6. Work with Visitor Experience Coordinators, Leads and staff, Retail staff, and Security staff to collectively meet visitor needs and provide a uniform visitor experience.
7. Be informed about and offer visitors information regarding programs, events, daily operations, membership and Development opportunities, and museum policies and procedures.
8. 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.).
9. Project a positive image, serving as an ambassador for the museum both at HMG and while out in public.
10. Open/close the wetu as scheduled, following established procedures, including handling deer hides, turning on/off the exhibit audio recording, checking structure for maintenance concerns, and setting-up/putting away all hands-on cart materials. Carry out cleaning and organizing duties as outlined throughout the day.
11. Participate in mandatory pre-season and ongoing trainings to learn updated content and procedures and hone customer service skills and interpretive techniques.
12. 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.
13. Assist with daily operation needs (such as materials preparation, set up, break down, facilitation, etc.) and public program and special event duties as required.
14. 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 Program Officer, or President & CEO.

Approved by: _____
Indigenous Interpreter Signature Date

Approved by: _____
Director of Visitor Experience Signature Date