



## Open Position Job Description Summaries

### Guest Experience Team Positions

#### **Experience Facilitator**

Costumed **Experience Facilitators** encourage and support guests in connecting to history in new and hands-on ways. They are storytellers, encouraging friends and champions of the curiosity and exploration that make history come alive at Old World Wisconsin. As part of the **Guest Experience** team, they work collaboratively to create experiences that are engaging, enriching, authentic and relevant to over 68,000 guests each year.

### Guest Services Team Positions

#### **Costumed Host**

The Costumed Host provides the initial, principal introduction to the interpretive programs and guest services available to guests and tours visiting Old World Wisconsin. As part of the **Guest Services** team, they work to create a welcoming and informative entrance experience for over 68,000 guests each year.

#### **Guest Service Cashier**

Guest Service Cashiers are often the first and last impressions that our guests encounter as they visit Old World Wisconsin. As part of the **Guest Services** team, they work collaboratively to create convenient processes and an enjoyable day for over 68,000 guests each year.

### Food and Beverage Service Team Positions

#### **Cashier/Server**

Cashiers/Servers provide a welcoming atmosphere and outstanding service to all guests who use the Café or other food service areas. As part of the **Food and Beverage Service** team, they work collaboratively to create a positive dining experience for over 68,000 guests each year.

#### **Cook**

Cooks prepare all food items to order following standard recipes and procedures within specified time limits. As part of the **Food and Beverage Service** team, they work collaboratively to prepare meals for the daily visitors and special events creating an enjoyable dining experience for over 68,000 guests each year.

#### **Grill Cook/Server**

Grill Cooks and Servers prepare all food items to order following standard recipes and procedure within specified time limits. As part of **the Food and Beverage Service** team, they work collaboratively to provide exemplary customer service and an enjoyable dining experience for over 68,000 guests each year.

#### **Bar Manager**

The Bar Manager provides the set-up and operation of bar stations at event locations serving alcoholic and non-alcoholic beverages in a responsible manner to all Old World Wisconsin guests. As part of the **Food and Beverage Service** team, they work collaboratively with all food and beverage staff members to create a positive experience for over 68,000 guests each year.

#### **Bartender**

The Bartender prepares and serves alcoholic and non-alcoholic beverages consistent with Old World Wisconsin standard beverage recipes. As part of the **Food and Beverage Service** team they work collaboratively with all food and beverage staff members to create a positive experience for over 68,000 guests each year.

#### **Bartender Assistant**

The Bartender Assistant works under the direction of the Bar Manager to prepare and service beverages to Old World Wisconsin guests. As part of the **Food and Beverage Service** team they work collaboratively with all food and beverage staff members to create a positive experience for over 68,000 guests each year.

#### **Café Lead**

The Café Lead provides training and supervision for Food and Beverage Service team and sets the example for exemplary customer service throughout the Food and Beverages services offered to all Old World Wisconsin guests. As part of the **Food and Beverage Service** team they work collaboratively with all food and beverage staff members to create a positive experience for over 68,000 guests each year.

#### **Food, Beverage and Events Manager**

The manager adheres to the highest standards of customer service and food and beverage operations at visitor attractions. The Manager collaborates with OWW's guest experience team to provide food and beverage services in keeping with the historical and ethnic themes being presented. As part of the **Food and Beverage Service** team they work collaboratively with all food and beverage staff members to create a positive experience for over 68,000 guests each year.

### **Operations Team Positions**

#### **Tram Driver – Operations Team**

A Tram Driver provides guests with transportation and accurate museum information throughout the site. Guest safety is first and foremost. As part of the **Operations** team they work collaboratively with all members of the Old World Wisconsin site to create a memorable experience for over 68,000 guests each year.

#### **Tram Driver Lead – Operations Team**

The Tram Driver Lead schedules and coordinates the driver schedules and routes throughout the site. This individual also provides guests with transportation and accurate museum information. Guest safety is first and foremost. As part of the **Operations** team they work collaboratively with all members of the Old World Wisconsin site to create a memorable experience for over 68,000 guests each year.

### **Facilities Repair Team Positions**

#### **Custodian – Facilities Repair Team**

The Custodian is responsible for the maintenance, cleanliness and sanitation of the site restroom facilities, staff offices and work area and designated public indoor and outdoor spaces. As part of the **Facilities Repair Team/Operations** team the custodian works together with all members of the Old

World Wisconsin staff and volunteers to ensure that the over 68,000 guests we see each year enjoy a clean and pleasant environment.