

Wisconsin Historical Society Old World Wisconsin Position Description

Guest Experience Manager, Historic Trades

Summary

Under the supervision of the Assistant Director, Guest Experience, this position is a part of the Old World Wisconsin Programs Team and will work collaboratively with other Guest Experience Managers to oversee the daily guest experience, which includes historic facilitation, staff supervision, general safety and maintenance, and customer service.

This position serves as the subject matter expert for Historic Trades (blacksmithing, wheel making, leatherwork, and other trades as required) and is tasked with bringing to life a nineteenth century work environment, including the training of staff, content development, educational programs, and outreach. This position is responsible for ensuring public engagement and exceptional guest experience in alignment with the Mission of WHS and the Vision of Old World Wisconsin.

Duties

- 50 %**
- A. Manage the Daily Guest Experience at Old World Wisconsin**
 - A.1** Bring to life the work environment of a nineteenth century blacksmith shop using the clothing, tools, materials, and techniques required
 - A.2** Supervise a team of Experience Facilitators, including time reporting, overseeing personnel issues, and coaching facilitation skills related to dialog, engagement, questioning, and Historic Trades demonstration
 - A.3** Support a culture that embodies our core values and supports our mission
 - A.4** Communicate via established channels to report on maintenance, collections, supplies, and other issues as needed
 - A.5** Assist with implementation of emergency procedures when necessary to ensure the safety of visitors and the site
 - A.6** Routinely tour and assess area for cleanliness, comfort and safety
- 30%**
- B. Build and Sustain the Historic Trades program at Old World Wisconsin**
 - B.1** Create and maintain training materials and support systems for staff as it relates to Historic Trades
 - B.2** Establish and oversee a revenue generating production schedule in collaboration with the museum store
 - B.3** Maintain inventory, production, and sales records associated with the operation and management of Historic Trades program and Token program
 - B.4** Conduct research and collaborate with Curator to ensure accuracy and sustainability of Historic Trades program
 - B.5** Establish relationships with practicing craft and tradespeople to facilitate on-site public demonstrations
 - B.6** Participate in skill and professional development as it relates to best practice in Historic Trades

- 15% **C. Program and Event Development**
- C.1 Develop and manage educational programs relating to Historic Trades program
 - C.2 Working with the larger Programs Team , collaborate on event and program design relating to the Guest Experience and Historic Trades
 - C.3 Participate and assist with the execution of public programming, donor events, and special projects
 - C.4 Create program or event specific resources for staff, as needed
 - C.5 Support special events and programs as needed
- 5% **D. Support the Larger Work of the Guest Experience Team**
- D.1 Communicate and collaborate regularly with colleagues to improve team effectiveness
 - D.2 Attend select staff meetings and participate in year-round professional development
 - D.3 Public outreach and demonstrations
 - D.4 Other duties as assigned

Knowledge, Skills, and Abilities

- Knowledge, skill, and ability to think on one's feet and exhibit flexibility while ensuring exceptional guest experience
- Skills and ability to communicate effectively in person and by other means with staff, guests, and volunteers of diverse backgrounds and interests
- Skills and ability to supervise and manage staff (professional, para-professional and volunteer) and guide staff to achieve success through teamwork
- Ability to establish and maintain effective working relationships
- Knowledge, skill and ability to sustain and grow the Historic Trades program, with a core focus on Blacksmithing and Leatherwork
- Knowledge, skill and ability to safely and enthusiastically demonstrate and share historical trades with the public, and foster this in staff
- Ability to carry out assigned duties with a minimum of supervision
- Knowledge, skill, and ability in living history, education, and engagement best practice
- Ability to sufficiently and safely perform demonstration tasks in outdoor environment
- Ability to complete assigned duties in historic structures lacking climate control and with direct exposure to the outdoors in farm and wooded environments, including allergens and insects
- Ability to complete assigned duties while in historic costume, in all weather
- Work involves daily contact with the public, and may involve dealing with difficult people, large groups of people, and facilitating experiences for guests facing challenges
- Days and hours may vary to accommodate specific programs and events
- Knowledge of Wisconsin and American history.
- Knowledge, skills and ability to use computer systems, including email, MS office applications, and Internet browsers.

About Old World Wisconsin

Old World Wisconsin in Eagle, Wisconsin is one of twelve historic sites that are part of the Historic Sites and Museums Division in the **Wisconsin Historical Society**. Welcoming over 70,000 guests each year, Old World Wisconsin brings the rich ethnic history of Wisconsin to life with hands-on history, exceptional architecture, vibrant landscapes, and captivating stories.

Our Work is inspired by the Mission of the Wisconsin Historical Society to collect, preserve, and share Wisconsin's stories; and the **Vision** of Old World Wisconsin to set the standard for guest experiences that are engaging, enriching, authentic, relevant, and fun.

Our Values

- Making our guests the focus of our work
- Embracing the many facets of stories and histories
- Nurturing curiosity and creativity
- Acting as cultural entrepreneurs
- Living “next time better”
- Being kind to one another

To Apply

Please send a cover letter, resume, and three professional references Applications are due February 9, 2018.

Anna Altschwager, Assistant Director, Guest Experience

Old World Wisconsin

Eagle, WI 53119

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Important Information

A criminal background check will be conducted prior to an offer of employment to determine if the circumstances of any conviction may be related to the job.

The Immigration Reform and Control Act of 1986 requires employers to hire only individuals who are eligible to work in the United States. Upon reporting for work, an individual will be expected to present proper evidence establishing employability.

Verification of any academic degrees will be conducted prior to an offer of employment.

Position Status/Benefits

This is a full time, year round, benefit eligible position. This is a State of Wisconsin Limited Term Employment position, starting at \$14/hour.

The Wisconsin Historical Society is an equal opportunity employer.