

Wisconsin Historical Society

Division of Historic Sites and Museums

Old World Wisconsin (OWW)

Position Description

Guest Experience Manager, Gardens

Summary

The Guest Experience Manager, Gardens is a professional position with responsibility to oversee all activity relating to historical landscapes and gardens in service of the guest experience at Old World Wisconsin. Old World Wisconsin is a 600 acre living museum home to 60 buildings and over a dozen heirloom gardens exploring the power of place and perseverance in the lives of those who call Wisconsin home.

Under the supervision of the Assistant Director, Guest Experience, this position is a part of the Old World Wisconsin's Experience Management Team and will work collaboratively with the Curator and Guest Experience Managers, as well as the larger WHS Historical Sites and Museums Team, to oversee the daily guest experience as it relates to historical gardens and landscapes, which includes garden planning, historical research, greenhouse management, volunteer supervision, general safety and garden maintenance, and customer service. This position is responsible for themed gardens with the entry complex which may not necessarily be historical in nature.

This position serves as the subject matter expert for historical gardens (ornamental, fruits, vegetables, herbs, landscaping and design) and is tasked with content development, educational program development and facilitation, and outreach. This position is responsible for ensuring accurate and immersive landscapes, and exceptional guest experience in alignment with the Mission of WHS.

In carrying out their duties, the Guest Experience Manager, Gardens leads the work of LTE staff and volunteers. They must possess creativity, strong financial stewardship abilities and an entrepreneurial spirit, and a passion for sharing the exploration of history with our guests.

Duties

- 60%**
- A. Manage the Gardens Program at Old World Wisconsin**
 - A.1** Bring to life historical landscapes and gardens of 19th and 20th century immigrant families using heirloom plants, materials and techniques appropriate to the specific ethnic community and historical time period
 - A.2** Create and maintain training materials and support documentation for staff as it relates to Historical Gardens, including daily care and use in experience facilitation
 - A.3** Ensure proper daily care and cultivation of heirloom plants (in ground and in the greenhouse)

- through training of staff and volunteers
 - A.4** Maintain inventory and documentation related to heirloom cultivars on-site
 - A.5** Conduct research and collaborate with OWW Curator to ensure accuracy and sustainability of
Historical Gardens program
 - A.6** Establish an annual Gardens Internship position to support the daily operations during peak season (May-September)
 - A.7** **Manage the care of thematic gardens as part of the entry complex including the Teaching Garden and flower beds that are part of the Clausing Barn landscape.**
 - A.8** Oversee the Garden Volunteer Team, including training, daily assignments, scheduling, recruitment, and processing
 - A.9** Support a culture that embodies our core values and supports the mission of WHS
 - A.10** Communicate via established channels to report on maintenance, collections, supplies and other issues as needed
 - A.11** Routinely tour and access areas for cleanliness, comfort and safety.
- 20 % B. Program and Event Development and Management**
- B.1** Develop and manage educational programs relating to the Historical Gardens
 - B.2** Working with the larger Programs Team, collaborate on event and program design relating to the Guest Experience and Historical Gardens
 - B.3** Participate and assist with the execution of public programming, donor events, and special projects across the Museums and Historic Sites Division
 - B.4** Support revenue generating programs such as historical meals, workshops, or tours in collaboration with the larger Museums and Historic Sites Division
 - B.5** Create, train and monitor safety standards for garden staff and volunteers
- 10% C. Support the Larger Work of the Guest Experience Team**
- C.1** Communicate and collaborate regularly with colleagues to improve team effectiveness
 - C.2** Attend select staff meetings and participate in year-round professional development
 - C.3** Public outreach and demonstrations as needed
 - C.4** Other duties as assigned
- 10% D. Support the Larger Work of Division of Museums and Historic Sites**
- D.1** Communicate and collaborate regularly with colleagues at other sites to improve content and experiences
 - D.2** Attend select staff meetings and support program development at other sites
 - D.3** Public outreach and demonstrations at sites
 - D.4** Other collaboration and communication as needed to enhance Historical Garden-related programing across the division

Knowledge, Skills, and Abilities

- Knowledge of plant propagation and culture
- Knowledge, skill and ability to sustain and grow the Historical Gardens program, with a core focus on skill development for seasonal staff and the establishment of an Internship program
- 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
- Knowledge, skill and ability to safely and enthusiastically demonstrate and share historical gardens with the public, and foster this in staff
- 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
- 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 historical 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 historical 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.

Physical Demands

- Requires prolonged outdoor work in all weather
- Requires lifting up to 50 lbs, bending, stooping, and stretching on a daily basis
- Requires hand-eye coordination and manual dexterity to sufficiently perform garden maintenance
- Requires ability to walk between outdoor site locations daily

Work Environment

- Work is performed in and around historic structures lacking climate control and with direct exposure to the outdoors, including allergens and insects
- Work will be performed while in historic costume (occasionally in staff uniform), in all weather
- Work involves daily contact with the public, and may involve dealing with challenging people or large groups of people
- Days and hours may vary to accommodate specific programs and events

Compensation

This is an LTE Position with the State of Wisconsin, meaning it is a full time, 6 month term intended to be renewed upon successful performance review. Compensation starting at \$14/hr, may be benefits eligible.

To Apply

Applications are due by Feb. 21, 2019.

Send a short cover letter, application, and names of 3 references to:

Old World Wisconsin

Attn: Anna Altschwager, Assistant Director, Guest Experience

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Eagle, WI 53119

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