



Wisconsin Historical Society Position Description

Position Title/Classification: Assistant Guide *LTE seasonal*

Working Title: Experience Facilitator

Location: Old World Wisconsin; Division of Museums and Historic Sites

Reports to: Supervisor: Assistant Director, Guest Experience; Lead Worker: TBD

Type of Employment: Seasonal, Limited Term (LTE)

Work Schedule: 16- 40 hours per week in season; 9:15 am - 6:00 p.m., weekend hours required, evenings and additional availability as needed for special events

Summary

The individuals in this position encourage and support guests as they connect to history in new and hands-on ways. They are storytellers, guides, and champions of curiosity and exploration making history come alive at Old World Wisconsin. As a team we understand that our work is about the past, present, AND the future.

Each day Facilitators work face to face with guests, demonstrating daily life in historic immigrant and migrant homes, businesses, and farms which includes cooking, cleaning, crafts, chores, and gardening. Facilitators are stewards of the buildings and collections of the Wisconsin Historical Society, and are responsible for daily cleaning and collections care to ensure that we can share Wisconsin's stories for generations to come.

Specific duties and responsibilities include, but are not limited to:

Duties

60% A. Engage with the public in historic settings

1. Maintain a positive, welcoming attitude at all times
2. Greet and welcome museum guests; provide prompt assistance and anticipate needs
3. Create an engaging and rich experience for guests of all ages and backgrounds by being approachable and engaging
4. Share the "Big Ideas" and stories associated with the spaces in which you are facilitating
5. Initiate dialogue with guests and answer questions to promote curiosity and connect to their lives
6. Demonstrate and share historic tasks/trades/crafts in an historic setting as assigned
7. Facilitate hands-on learning for school tours, day camps, and the general public
8. Study and understand historical source materials and content guides as directed by supervisor(s)
9. Perform key Guest Interactions in each space as outlined in source materials
10. Wear period appropriate clothing (provided) in accordance with Curator approved guidelines, including guidelines on hair, personal grooming, and adornment

20% B. Daily Housekeeping and Record Keeping

1. Care for and clean historic spaces and collections used in daily work as outlined in Collections Guidelines



2. Follow all guidelines related to cooking and kitchen use outlined in the Handbook
3. Tend to gardens and other exterior spaces as outlined in the Log Book
4. Keep all shared work areas (office and storage areas) clean and organized
5. Keep all supplies (kitchen, trades stock, token sales, etc.) stocked
6. Communicate needed supplies, information, and maintenance needs via appropriate channels, in a timely fashion
7. Complete the Daily Log each day, at close of day
8. Complete Token Deposits each day, at close of day, as needed

10% C. Ensure Site Security

1. Maintain site radio and/or cell communication in the event of an emergency and respond to calls as needed
2. Assist with implementation of emergency procedures to ensure safety including locations of first aid supplies, storm shelter areas, and emergency communication plans
3. Collaborate with Tram Team as they traverse the site, ensuring guest safety and transportation
4. Tend to all fires/stoves as outlined in the Handbook

10% D. Serve as Part of the Guest Experience Team

1. Reliable and timely attendance
2. Communicate and collaborate regularly with colleagues to ensure team effectiveness
3. Attend daily morning meetings, and required trainings as needed
4. Participate in professional development
5. Become well-versed in museum mission and philosophy
6. Other duties as assigned

Knowledge, Skills, and Abilities

- Excellent customer service
- Excellent communication skills, with groups and one-on-one
- Ability to work with diverse audiences and team members to realize exceptional service
- Thrives on an environment where every day is different
- Ability to use email and enter time using computer technology
- Ability to function and cooperate in a team environment
- Ability to work independently with minimal supervision
- Ability to problem solve and handle multiple tasks in a fast-paced environment
- Maintains a hardworking, positive attitude
- Ability to stand for long periods of time
- Ability to wear historic clothing in all-weather without access to heated or air conditioned spaces
- Sufficient hand-eye coordination and manual dexterity to perform tasks in a safe manner
- Ability to move between outdoor locations, up to .5 miles, several times per day
- Education or experience in living history, public history, education, or related field is a plus

Work Environment

- Work is performed in historic structures lacking climate control and with direct exposure to the outdoors in farm and wooded environments, including allergens and insects
- Work will be performed 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 a diverse array of guests
- Days and hours may vary to accommodate specific programs and events

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 Seasonal Position April through October, with November and December hours available for holiday programming.

All staff are required to work Saturdays and/or Sundays, 2 to 5 days a week.

State residency required.

This is a State of Wisconsin Limited Term Employment position.

Starting at \$9 per hour.

Contact

Please send the completed application packet (below), to:

Old World Wisconsin

Atten: Anna Altschwager, Assistant Director, Guest Experience

W372 S9727 Hwy 67

Eagle, WI 53119

OWW@wisconsinhistory.org

The Wisconsin Historical Society is an equal opportunity employer.



2020 Guest Experience Team Application

Name: _____

I am a: ☐ Returning Applicant ☐ New Applicant

I am applying for a position on the following Guest Experience team:

☐ Experience Facilitation Team ☐ Front Line (store/admissions) Team ☐ Tram Team

At the Wisconsin Historical Society we transform lives through unparalleled access to history. We believe that the public's knowledge of history has profound economic, societal, and cultural benefits. In our work at Old World Wisconsin we set the standard for guest experiences that are engaging, enriching, authentic, relevant, and fun.

Our Values are qualities that are seen in all of our work, everyday:

- Embracing a Spirit of Service
- Engaging our Expertise
- Sparking Enthusiasm
- Cultivate Inclusion
- Exceed Expectations
- Think Big and Grow with Purpose

In order to apply for a position, there are four (4) parts that must be completed.

I have completed the following parts of the Application Packet:

- ☐ This Cover Sheet
- ☐ The Team Application (Five (5) questions)
- ☐ The WHS Application for Employment
- ☐ The Schedule Availability Worksheet

By submitting this application I Agree To The Following Statements:

- I understand that all staff must work July 4th
- I will work at least 2 weekend days in every schedule set (a 2 week period)
- I will work at least 2 days per week, every week

Signature

Date

Please send the completed application packet to:

Old World Wisconsin

Atten: Anna Altschwager, Assistant Director, Guest Experience

W372 S9727 Hwy 67

Eagle, WI 53119

email: OWW@wisconsinhistory.org



The 2020 Season Overview

2020 Training Dates (*All staff MUST attend required training before working any paid hours.*)

Track A: March 28 & April 4, plus 1 day Team Training April 5
Track B: March 31 & April 1, plus 1 day Team Training the week of April 6
Track C: June 16 & 17, plus 1 day Team Training June 19

Spring Season

School Tours: Tues- Fridays, Work hours: 9:15 am to 3 pm, April 21 – June 11
Open: Saturdays – Sundays, Work hours: 9:15 am to 5:30/6 pm, May 9 – June 7

Summer Season

Open: 7 days a week, Work hours: 9:15 am to 5:30/6 pm, June 12 – Sept. 6
Guided Journeys: Mondays – Thursdays
Site Self Explore: Fridays-Sundays

Fall Season

Open: Saturdays – Sundays, Work hours: 9:15 am to 5:30/6 pm, Sept. 12 – Oct. 11
School Tours: Tues- Fridays, Work hours: 9:15 am to 3 pm, Sept. 22 – Oct. 30

Holiday Season

Halloween Legends and Lore: Oct 16, 17, 23, 24, Work hours: 5 to 9:45 pm
An Old World Christmas: Dec 5, 6, 12, 13, 19, 20; Work hours: 9 am to 4:30 pm

About Our Schedules:

Our schedules are built in four (4) parts; Spring, Summer, Fall, and Holidays. You will submit your availability for each season. The schedule will be designed in a pattern that repeats every two (2) weeks: A, B, A, B, A, B, etc. The Schedule Availability you give us now will be used to build our seasonal schedules. If things change, you must work directly with your supervisor to make adjustments. **You are responsible for working all scheduled shifts.**

Example Availability	Week	Sun.	Mon.	Tue.	Wed.	Thur.	Fri.	Sat.
<i>This person would work every Sun., Tue., Wed., and Thurs, but only every other Saturday.</i>	A	X		X	X	X		
	B	X		X	X	X		X
	Week	Sun.	Mon.	Tue.	Wed.	Thur.	Fri.	Sat.
<i>This is what a month would look like for the above availability. In this example The Gray Boxes Are Work Days. You can see that they have every other Saturday off, with the A and B week pattern repeating.</i>	A	30	1	2	3	4	5	6
	B	7	8	9	10	11	12	13
	A	14	15	16	17	18	19	20
	B	21	22	23	24	25	26	27
	A	28	29	30	31	1	2	3



Schedule Requirements:

- You cannot work more than five (5) Days in one (1) Week (Sun. – Sat.)
- All Staff must work at least two (2) days each week (Four (4) days total in each two (2) week block)
- All Staff must work at least two (2) weekend days in their two (2) week block

We know that over the course of the season, conflicts may arise when you cannot work a scheduled day.

It is your responsibility to find someone to cover your spot. With the A & B model, you are more likely to find someone with whom to trade shifts.

Please fill out the following Schedule Worksheet and return it with your Application.



Your 2020 Schedule Worksheet

Name: _____

☐ Experience Facilitation Team
 ☐ Guest Service Team
 ☐ Tram Team

Training: All staff must attend training before any paid hours are worked.

Please indicate which days you will attend the **REQUIRED** onboarding and training:

- ☐ **Track A:** March 28 & April 4, plus 1 day Team Training April 5
 - ☐ **Track B:** March 31 & April 1, plus 1 day Team Training the week of April 6
 - ☐ **Track C:** June 16 & 17, plus 1 day Team Training June 19
- Training dates are currently tentative, and subject to change. You will be notified if/when dates change.*

SPRING: **School Tours:** Tues- Fridays, 9:15 am to 3 pm, April 21 – June 11
 Open: Saturdays – Sundays, Work hours: 9:15 am to 5:30/6 pm, May 9 – June 7

	Sun.	Mon	Tues.	Wed.	Thurs.	Fri.	Sat.
Week A							
Week B							

SUMMER: **Open:** 7 days a week, Work hours: 9:15 am to 5:30/6 pm, June 12 – Sept. 6
 Guided Journeys: Mondays – Thursdays
 Site Self Explore: Fridays-Sundays

	Sun.	Mon	Tues.	Wed.	Thurs.	Fri.	Sat.
Week A							
Week B							

FALL **Open:** Saturdays – Sundays, Work hours: 9:15 am to 5:30/6 pm, Sept. 12 – Oct. 11
 School Tours: Tues- Fridays, 9:15 am to 3 pm, Sept. 22 – Oct. 30

	Sun.	Mon	Tues.	Wed.	Thurs.	Fri.	Sat.
Week A							
Week B							

We will ask about Holiday Schedules in the late summer.



W.H.S. APPLICATION FOR EMPLOYMENT

Please print clearly, and complete entire form.

Applicant Contact Information:

Name (Last, First MI)		Previous Name (if applicable)		
Primary Phone Number		Email Address		
Local Street Address	Unit/Apt	City	State	Zip
Permanent Street Address (if different)	Unit/Apt	City	State	Zip

Authorization to Work:

Are you a US Citizen? <input type="checkbox"/> Citizen by birth <input type="checkbox"/> Naturalized <input type="checkbox"/> Non-citizen You will be required to provide proof of citizenship or work authorization upon hire. See I-9 for list of documents.	If you are not a US Citizen, do you have appropriate work authorization? <input type="checkbox"/> Yes <input type="checkbox"/> No
Are you over 18 years of age? <input type="checkbox"/> Yes <input type="checkbox"/> No	If no, please list your age: _____

Availability:

Please check all that you will accept: <input type="checkbox"/> Full Time <input type="checkbox"/> Daytime <input type="checkbox"/> Week Days <input type="checkbox"/> Summer <input type="checkbox"/> Part Time <input type="checkbox"/> Evening <input type="checkbox"/> Weekends <input type="checkbox"/> Holidays Ideally, how many hours would you work per week? _____	What is your approximate availability? Sunday _____ Monday _____ Tuesday _____ Wednesday _____ Thursday _____ Friday _____ Saturday _____
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Areas of Work Interest: Areas (Please check any that apply):

<input type="checkbox"/> Café Team	<input type="checkbox"/> Maintenance/Grounds
<input type="checkbox"/> Tram Team	<input type="checkbox"/> Experience Facilitation Team
<input type="checkbox"/> Front Line (Store/Admissions) Team	<input type="checkbox"/> Other: _____

Education and Training:

Education Level (Please check highest level attained):	
<input type="checkbox"/> Currently in high school	<input type="checkbox"/> Two year associate degree
<input type="checkbox"/> High school diploma or GED	<input type="checkbox"/> Bachelor's degree
<input type="checkbox"/> Some college, no degree	<input type="checkbox"/> Graduate college degree
<input type="checkbox"/> One year vocational diploma	<input type="checkbox"/> Other: _____
<input type="checkbox"/> Currently enrolled in college as a <input type="checkbox"/> Freshman <input type="checkbox"/> Sophomore <input type="checkbox"/> Junior <input type="checkbox"/> Senior <input type="checkbox"/> Graduate Student	



Do you currently qualify for Work Study through UW-MKE or Whitewater? ☐ Yes ☐ No

If yes, would you accept a Work Study position at WHS? ☐ Yes ☐ No Award amount: _____

Educational History (Please list location of education or professional training):

Name of Institution	Location	Dates Attended	Major	Grad. Date

Please list equipment and programs that you are trained or experienced in operating (such as computer/office equipment/programs, farm equipment, etc.):

Please list foreign language ability and level of fluency (e.g. can read; can speak, read, and write; etc.):

Do you have a Wisconsin driver's license? ☐ Yes ☐ No Commercial driver's license? ☐ Yes ☐ No

Employment History (Please list most recent job first):

Employer	Supervisor Name /Number	Dates Employed	Duties	Wage

Have you ever worked for WHS? ☐ Yes ☐ No If yes, when? _____
In what capacity? _____

Please note that a criminal background check will be conducted prior to employment.

I acknowledge that all information on this application is true and complete to the best of my knowledge, and understand that any false or missing job-related information may disqualify me for consideration. I further authorize WHS to do pre-employment checks.

Signature

Date