



Position Description

Working Title: Experience Facilitator

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

Position Title/Classification: Assistant Guide *LTE seasonal*

Reports to: Assistant Director, Guest Experience

Type of Employment: Seasonal, Limited Term (LTE)

Rate: Starting at \$10 per hour

Work Schedule: 16- 40 hours per week in season; 9:15 am - 5:30 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 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.** Create an engaging and rich experience for guests of all ages and backgrounds by being approachable and engaging
- 3.** Share the "Big Ideas" and stories associated with the spaces in which you are facilitating
- 4.** Initiate dialogue with guests and answer questions to promote curiosity and connect to their lives
- 5.** Demonstrate and share historic tasks/trades/crafts in an historic setting as assigned
- 6.** Facilitate hands-on learning for school tours, day camps, and the general public
- 7.** Study and understand historical source materials and content guides as directed by supervisor(s)
- 8.** Perform key Guest Interactions in each space as outlined in source materials
- 9.** Support the communication of current Covid 19 Health and Safety protocols (access to wash/sanitizer stations, use of PPE, etc.) to guests
- 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 (Cleaning, 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. Support the safe and responsible use of PPE in compliance with current State and Federal Guidelines
 4. Attend daily morning meetings, and required trainings as needed
 5. Participate in professional development
 6. Become well-versed in museum mission and philosophy
 7. Other duties as assigned

Knowledge, Skills, and Abilities

- 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 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 safely move through historic spaces (uneven ground, thresholds, etc.) and between outdoor locations, up to .5 miles, several times per day
- Sufficient hand-eye coordination and manual dexterity to perform tasks in a safe manner

Work Environment

A Note on Covid 19 and your work environment:

WHS prioritizes the health and safety of our staff, their families, and communities. Masks are required for all staff in all roles. We will continue to ensure that all staff have access to Personal Protective Equipment (PPE), workspaces that are clean and physically distanced, and a workplace culture that values accountability and your sense of well-being.

As a state agency, we will comply with guidelines set forth by the State of Wisconsin Department of Health, and local county guidelines.

Additionally:

- 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 May 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.

Contact

Please send the completed application packet to:

Old World Wisconsin

Atten: 2021 Team Application

W372 S9727 Hwy 67

Eagle, WI 53119

fax: 262-594-6342

email: OWW@wisconsinhistory.org

The Wisconsin Historical Society is an equal opportunity employer.