

## **PLIMOTH PATUXET JOB DESCRIPTION**

Department: Historic Sites and Guest Experience  
Job Title: Guest Experience Manager - Historic Patuxet Homesite  
Reports to: Director of Historic Sites and Guest Experience  
FLSA: Exempt  
Position: Full-Time, Year-Round  
Supervises: Guest Experience Associates

### **POSITION SUMMARY:**

Plimoth Patuxet Museums seeks a member of an Indigenous community who is an experienced manager with vision and creativity to help lead the way as we re-imagine the Museum's Indigenous History and Culture Program and exhibits to reach Museum guests at our campus and beyond. With a new Indigenous performance/exhibit space set to break ground in the coming months, we seek to hire a professional who is inspired by the notion they will be instrumental in shaping the future of the Museum's Indigenous Program for years to come. As the Guest Experience Manager - Historic Patuxet (GEM-HP), you will hold a key leadership position on the Historic Sites/Guest Experience team. In this position, you will oversee the day to day operations of the Historic Patuxet site, supervise and evaluate staff performance, ensure high quality programming and provide a guest experience that is second-to-none. The GEM-HP will work with the Education and Public Programs Departments to create new and engaging programs. If you are a strong leader, with solid management skills who is not afraid of hard work and who is committed to educating the public on the history, culture and lifeways of Indigenous communities of the Northeast in the 17th-century, this may be the perfect job for you!

### **ESSENTIAL DUTIES and RESPONSIBILITIES**

- Provide a friendly and welcoming presence for all guests, coworkers, interns and volunteers throughout the Museum. Support the Museum's mission, vision, core values and customer service philosophy. Model and help to sustain a culture of philanthropy.
- Engage guests of all ages in the Museum's programs and exhibits and to the extent possible, individualize content and activities to the level of guests' interests and abilities. Strive to ensure a welcoming, engaging, interesting and inclusive experience for all.
- Supervise, coordinate and facilitate the smooth execution of daily on-site programs and special events on-site. Open and close the site daily. Carry out daily, weekly, seasonal and annual departmental work plans.
- Provide input in decision-making about departmental goals and objectives, the development of new programs, the improvement of existing programs based on guest feedback, and special assignments as needed for intra-departmental projects.
- Train staff and volunteers in a variety of areas including content, lifeways, safety and policies and procedures.
- Take appropriate steps to correct any potential safety issues.
- Ensure that all direct reports attend all required meetings and trainings
- Using independent judgment, the GEM-HP has the authority to prioritize tasks, schedule, assign and direct the work of employees and volunteers. Evaluates performance of direct reports and provides coaching, counseling, and warnings up to and including termination, or effectively recommends any of those actions.
- Oversee the correct use and care of artifacts, reproduction clothing and other

equipment and supplies. Keep accurate records and inventories of reproductions, textiles and historical clothing

- Perform administrative duties as needed, including scheduling, ordering and payroll.
- Other duties as assigned

This outline description focuses on the primary duties of the position. It is not designed nor intended to include all duties and responsibilities inherent in satisfactory performance of the position. Management reserves the right to revise this job description from time to time as needed.

### **REQUIRED SKILLS:**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Excellent interpersonal skills and the ability to meet and greet people of all ages, from all backgrounds each day.
- Flexibility, resilience and a growth mindset
- Ability to follow directions. Ability to interpret and apply the information you learn.
- Attention to detail.
- Fluent in English, with strong verbal skills, and the ability to communicate clearly and engagingly with guests and colleagues.
- Ability to effectively present information and respond to questions from various age groups student to adult. Understand the spectrum of learning styles and be able to apply this knowledge in interactions with guests.
- Demonstrated ability to lead others towards a common goal
- Ability to work independently, without direct supervision.
- Common sense and good judgment. Ability to identify and solve problems that puts safety first and the guest at the center of each decision. Ability to prioritize and be flexible according to changing conditions. Seeks out help when needed
- Demonstrated interest in public history.
- An interest in conveying the history and culture of the Indigenous Northeast, and history of 17<sup>th</sup>- century Plymouth Colony to diverse audiences.
- Must be able to read and interpret a variety of historical sources. Within a reasonable period, must demonstrate understanding of the time-period.
- Skilled at using Google Suite, Zoom and other computer applications

### **EDUCATION and/or EXPERIENCE:**

- High School Diploma or equivalent required; BA/BS in related field preferred.
- Experience working successfully with the public, preferably in a museum or other educational or arts/cultural organization focused on the learner's experience and on hospitality.
- Minimum of one year experience in a supervisory or management role with direct reports required

**PHYSICAL REQUIREMENTS:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. This position requires indoor and outdoor work, sometimes in adverse climatic conditions. Duties may include working sitting, standing, bent over or kneeling; may involve some lifting and moving of objects; standing for extended periods; climbing stairs. Must be able to lift and move objects up to 20 pounds.

**WORK ENVIRONMENT:**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. The workplace is not climate controlled. This position requires outdoor work in a variety of conditions. Work may be performed in dusty and smoky environments; in poorly lit areas; near open fires. The noise level in the workplace varies from quiet to loud. Work is mostly outdoors in weather that ranges from cold, rainy, to hot, humid.

**ADDITIONAL REQUIREMENTS:**

**This position requires working at least one weekend day per week as well as several holidays.** Flexibility in work hours and days off is required. Depending on the season, this position may include working additional evening/weekend hours or days as needed.

**CORE COMMITMENTS:**

Whether part-time or full-time, year-round or seasonal, all staff and volunteers at Plimoth Patuxet advance the Museum's educational mission and strategic goals. They uphold the Museum's core values and principles in their work and in all of their interactions with the public and with coworkers. This commitment helps to ensure that Plimoth's reputation for excellence is maintained and that, as stewards of the Museum, we are helping to create a relevant and sustainable future for Plimoth Patuxet Museums. The core principles that guide us in our work are:

- **Safety and Comfort**
- **Compassionate Customer Engagement**
- **Professional Excellence**
- **Personal Accountability**
- **Advance a Culture of Philanthropy**
- **Teamwork**

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Employee Signature

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Date

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Employee Printed Name

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