

PLIMOTH PATUXET JOB DESCRIPTION

Department: Guest Experience/Historic Sites
Job Title: Indigenous Program Associate
Reports to: Guest Experience Manager - Historic Patuxet Homesite
FLSA: Non-Exempt
Position: Full-time, Year-round
Supervises: None

POSITION SUMMARY

Plimoth Patuxet Museums seeks creative, outgoing, members of Indigenous communities who are interested in sharing knowledge and fostering public understanding of the history, heritage culture and lifeways of Indigenous communities of the Northeast. The focus is on the 17th-century, but also includes pre-contact as well as history and culture beyond the 17th century.

The Indigenous Program Associate (IPA) provides information and leads programs onsite and online for the Museum's guests. Speaking from a modern perspective, the IPA gives timed, scheduled programs, talks and tours. The goal is to deliver a high quality, engaging, interactive and educational experience to guests. With a new Indigenous program building set to break ground in the coming months, we are seeking people who are inspired by the idea of helping to shape the future of the Museum's Indigenous programs and exhibits.

ESSENTIAL DUTIES and RESPONSIBILITIES:

- Create a welcoming and safe environment for all guests, staff and volunteers.
- Provide educational and engaging talks and activities here at the historic Patuxet Homesite.
- Engage guests in thought-stirring conversations about history. Involve guests in activities and programs in a participatory, and/or hands-on manner.
- Work with the Education and Public Programs Departments to host programs for students and lifelong learners -- onsite, online and at offsite locations.
- Conduct timed tours and other programs.
- Provide training for staff and volunteers on the history, culture and lifeways of Indigenous communities of the Northeast.
- Care for all museum-owned materials in your use including but not limited to reproductions, historical clothing, training materials, uniforms and tools
- Assist in maintaining the sites.
- Wear and use voice amplification devices
- Attend all meetings, training and professional development sessions as requested by supervisor.
- Provide a friendly and welcoming presence for all guests and coworkers throughout the Museum
- Adhere to the policies of Plimoth Patuxet Museums as outlined in the Museum Employee manual and current job description
- 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.

- Ability to speak with expertise on matters relating to Indigenous culture and communities.
- Knowledge of making traditional Indigenous crafts (for example, house-construction, baskets, pottery, clothing, etc.) is helpful, but not required.
- Fluent in English; effective and engaging communication skills. Able to speak clearly and informatively and comfortable presenting information to guests of all ages and abilities including K-12 students, university students, families, and tourist groups. Excellent conversational skills with a knack for storytelling.
- Being comfortable greeting and leading group tours and working with guests is essential as well as being comfortable having conversations with a diverse audience of various nationalities and cultural, ethnic, political, social and religious backgrounds.
- Imperturbability and patience are helpful traits. Must be able to maintain a professional composure and appearance at all times. Experience in customer service and/or education is preferred but not required.
- Reliability, dependability and punctuality. Demonstrated ability to make decisions that put safety first at all times; can-do attitude
- Ability to work independently, without direct supervision as well as part of a team.
- Skilled at using Google Suite, Zoom and other computer applications
- Ability to wear and communicate using wearable voice amplification
- Must be able to read and understand a variety of historical and educational sources.
- Ability to respect and appreciate the cultural richness, beliefs and diversity we represent.
- We are open 7 days a week, so some flexibility with your schedule is helpful. Must be able to work Saturday or Sunday (being able to work both weekend days is a plus). Some holidays and evenings may be required (depending on the time of the year and operating hours of the Museum).

EDUCATION and EXPERIENCE:

- A high school diploma or equivalent required.
- BA/BS in a related field such as Indigenous Studies, Education or History is preferred.
- Interest in and at least two years experience working with the public in some capacity is essential.
- Experience working with children in a professional educational setting (school or club, etc.) is strongly preferred.

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 (rainy, cold, or hot and humid). 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 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 always climate controlled. This position requires outdoor work in a variety of weather conditions. Work may be performed in dusty and smoky environments; in dimly lit areas; near open fires. The noise level in the workplace varies from quiet to loud.

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**

Employee Signature

Date

Employee Printed Name

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