



The Maine Historical Society (MHS)

Job Description

Education & Visitor Services Intern

The Maine Historical Society preserves the heritage and history of Maine by collecting, caring for, and exhibiting historical treasures; facilitating genealogy research; providing education and outreach programs and empowering others to preserve and interpret the history of their communities and our state. Our one-acre campus is in the heart of Portland's downtown cultural district and includes a museum gallery and store, the Henry Wadsworth-Longfellow House, research library, and historic gardens. Founded in 1822, the Maine Historical Society is the third oldest state historical society in the United States.

The Maine Historical Society seeks four Education & Visitor Services Interns to work in the department of Public Engagement.

POSITION TITLE:	Education & Visitor Services Intern
STATUS:	Non-Exempt
SCHEDULE:	Part-time
DAYS/TIME:	Schedules are to be arranged with individual interns through the Public Engagement Department and are flexible but may include weekend hours. On occasion may need to come in early to open or stay late to close in support of a program.
REPORTS TO:	Manager of Education & Interpretation and Visitor Services Manager
COMPENSATION:	Unpaid. College or graduate credit may be available through your home campus.
REVISION DATE:	January 15, 2019

1-POSITION SUMMARY:

Education & Visitor Services Intern helps to prepare educational and interpretive materials for MHS's K-16 audience and supports MHS educational and interpretive programming. The Education & Visitor Services Intern also serves as the front-line staff in the museum gallery and store and is responsible for helping to greet and welcome visitors, orient them to MHS, help to process store purchases and tickets sales, coordinate and lead guide and self-guided experiences in the Wadsworth-Longfellow House, and support various public programs and other MHS activities.

2-FUNCTIONS AND RESPONSIBILITIES: (and other tasks as assigned related to an associate position).

- I. Education:**
 - a. Assist in curriculum writing for K-16 educational programming, including lesson plans and teacher guides for Maine Bicentennial-related programming.
 - b. Write and conduct guided and self-guided interpretive programs for guests visiting the Wadsworth-Longfellow House and MHS Museum Galleries for both K-16 and general audiences,
 - c. Assist with preparing materials for various educational and public programs
 - d. Help to lead K-12 educational programs for diverse groups of students, including weeklong summer day camps and story time programs.
 - e. Assist with programmatic activities that occur in the museum, including school and public programs and special events.

II. Visitor Services:

- a. Greet, welcome, and orient visitors to MHS in a helpful, friendly manner.
- b. Demonstrate a professional and visitor-centered atmosphere.
- c. Be reliable and punctual.
- d. Understand the history of the Wadsworth-Longfellow House and the current museum exhibit in order to answer visitor's questions.
- e. Follow and communicate the day's guides/docent schedule, set by the Visitor's Services Manager.
- f. Process cash and credit card transactions accurately within the point-of-sale (POS) system; transactions include but aren't limited to: ticket sales, merchandise purchases, and memberships.
- g. Assist visitors in selecting merchandise.
- h. Help to keep the store neat and stocked; dust as needed.
- i. Answer phones.
- j. Understand emergency safety and evacuation procedures and assist visitors to safety in an emergency.

3-REQUIRED QUALIFICATIONS:

- Experience working with children and in customer service related field.
- High School diploma.
- Full-time student working towards BA or advanced degree.
- Available both week and weekend days.
- Strong computer skills and ability to learn new programs when needed.
- Ability to solve problems in a changing environment; high degree of flexibility and adaptability.
- An open and positive attitude and enjoy working with the public.
- Strong communication skills: listening and verbal.
- Ability to deal effectively, politely, and productively with all types of people from all types of backgrounds and experience in any situation.

4-PREFERRED QUALIFICATIONS:

- Some retail experience and familiarity with any point-of-sale system.
- Experience working in a museum and/or educational setting.
- Full-time student working towards BA or advanced degree in History, Public History, Education, or related field.
- Knowledge of Maine history.

5-WORKING CONDITIONS & PHYSICAL DEMANDS:

Work is performed in indoor and outdoor settings at MHS's main campus and in downtown Portland, including a retail store and museum environment using basic office equipment such as a computer, printer and copier. Work may require extended standing behind a cash register, standing and walking inside the Wadsworth-Longfellow House, and walking to various destinations in downtown Portland in all types of weather.