

PLIMOTH PLANTATION JOB DESCRIPTION

Department: Plimoth Bread Co., Museum Experience Group
Job Title: Artisan Baker
Reports to: Bakery Supervisor; Manager, Crafts, Trades, and Domestic Skills
FLSA: Non-Exempt
Position: Full-time, Seasonal
Supervises: None

CORE COMMITMENT

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

- **Safety and Comfort:** Conduct yourself and your work at all times in a manner that helps to ensure the safety and comfort of all guests, staff, animals and museum property.
- **Compassionate Customer Engagement:** Plimoth Plantation exists to serve the public. It is their interest, goodwill and generosity that support the museum's mission. Each and every one of us commits to consistently provide our guests with the museum's unique brand of compassionate customer engagement.
- **Professional Excellence:** We believe in continual improvement and we strive for excellence in all aspects of our work every day. We approach our work with earnestness, vigor and the express purpose of providing enriching experiences for our guests.
- **Practice Personal Accountability:** Within the scope of your position, be personally accountable for improving the guest experience and for creating a rewarding, enjoyable workplace for yourself and your colleagues.
- **Advance a Culture of Philanthropy:** In addition to earned revenue, Plimoth Plantation relies on support income (fundraising) from a variety of sources. This includes individual donors, private foundations and government agencies. Philanthropy strengthens and sustains the Museum. As a 501(c)(3) charitable organization, it is essential that staff at all levels of the organization understand Development as a vital tool that advances the Museum's mission, strategic objectives and highest ideals.
- **Teamwork:** We value the satisfaction and fun that comes from working together toward a common goal or vision. Each of us takes responsibility for creating a collaborative, competent, cooperative environment and ensures that every team member has the opportunity to contribute to the success of the team.

POSITION SUMMARY

A genuine interest in creating artisanal breads based on historical recipes is a key ingredient in this job. The focus of the position is baking bread while engaging Museum guests with the history and methods of bread-baking as it relates to 17th-century England and New England. Use 17th-century and other traditional, historical or regional recipes to make small batches of bread and other baked goods, shaped by hand and baked in an indoor wood-fired oven. Provide exceptional quality artisan baked goods for sale in our shops. The Baker works closely with the Bakery Supervisor to ensure the success of the Bakery. Responsible to perform tasks related to all daily operations of the Bakery.

ESSENTIAL DUTIES and RESPONSIBILITIES

- Disseminate appropriate historical information to museum guests in a personable, informative, conversational style of third-person interpretation while demonstrating 17th-century wood-fired oven baking techniques and bread preparation.
- Maintain clean and organized workspace so that all bakery staff can locate resources and product as needed. Ensure that all bakery areas and equipment are safe and sanitary in accordance with food handling procedures. Organize ingredient storage and all supplies and equipment. Accurately follow proven recipes in the preparation of all dough. Precisely scale, shape and score loaves. Assure finished baked products meet quality standards. Measure, mix, prepare, shape and bake bread and other 17th-century baked goods.
- Maintain quality standards and inventory levels of all fresh baked artisan products. Follow health, safety and sanitation guidelines for all products. Build fire in the oven and safely remove and dispose of remnants of wood, coal, and ash before baking.
- Provide consistently high quality baked food products for all customers by adhering to all recipe and presentation standards.
- On occasion, provide bread or other baked goods for the Museum's living history sites, public programs, or functions, by arrangement and at the request of the Bakery Supervisor and Manager of Crafts, Trades, and Domestic Skills.
- Assist the Managers and Directors of the Museum in moving the organization forward both programmatically and as a healthy, productive workplace and prominent cultural institution with a national and international reputation for excellence. Collaborate with other departments on special projects, exhibits, grant proposals, public relations, and special events.
- Work with the retail shop supervisor, Bakery Supervisor, and Manager of Crafts, Trades, and Domestic Skills and/or buyer (who can forecast demand based on sales), maintain correct inventory levels and assortment; recommend replenishment orders and properly store and date all baked goods.
- Be creative; look for ways to enhance the quality and scope of bakery offerings including ingredient changes to promote the uniqueness of products.
- Teach participatory workshops and/or lead interactive programs in partnership with the Museum Programs department, as assigned by the Bakery Supervisor and Manager of Crafts, Trades, and Domestic Skills.
- Operate the bakery to the standards of Board of Health certification. Maintain Serv-Safe Certification.
- Serve as a valuable professional resource in specialized areas that serve Plimoth Plantation, the museum field, and the wider range of interested individuals and organizations.
- Pursue professional and program development by conducting appropriate research, consulting with experts and peers, and preparing documentation for internal or external publications.
- Broaden knowledge by study, practice and conducting research in order to understand historical context. Develop advanced skills with 17th-century baking tools and techniques, including clove ovens.
- Provide a friendly and welcoming presence for all guests and coworkers throughout the Museum.
- Support the Museum's mission, vision, core values and customer service philosophy.
- Other duties as assigned.

This description focuses on the primary duties of the position. It is not designed nor intended to include all duties inherent in satisfactory performance of the position.

REQUIRED SKILLS

The skills, knowledge, abilities and personal characteristics that are essential to this job are:

- Reliability, dependability, and punctuality.
- Patience and imperturbability.
- Excellent interpersonal skills.
- Ability to follow simple directions.
- Attention to detail.
- Personal accountability.
- Courtesy.
- Honesty.
- Excellent organizational and time-management skills.
- Ability to work safely.
- Ability to communicate skillfully with a wide range of people from different cultural and social backgrounds.
- Ability to communicate skillfully with people of varying ages, language skills and physical abilities.
- Ability to interpret and apply the information you learn.
- Fluency in English, strong verbal skills, and ability to communicate clearly and engagingly with guests and colleagues.
- Engaging and creative personality for sharing the Museum's comprehensive themes and content in ways that inform and entertain informal learners.
- Ability to work independently, without direct supervision.
- Familiarity with Microsoft Office Suite, Google Apps, and general computer technology.
- Common-sense approach to workplans.
- Extensive experience with production baking, bakery management, supply chain management, best practices for food handling and sanitation, and order fulfillment.

EDUCATION and EXPERIENCE

- A high school diploma and a minimum of 1 year of proven successful bakery experience required. Culinary school degree desirable but not required. *Or* any combination of education, experience, and training which provides the following knowledge, skills and abilities:
- Must be willing and eager to learn about 17th-century recipes and techniques.
- Experience or education in shaping, scoring and baking European style or artisan breads.
- Experience or education in baking with a wood-fired oven.
- Some experience making other baked goods (for example cookies and tarts) is desirable.
- The following abilities are needed:
 - accurately judge proofing time required by different breads;
 - accurately measure ingredients;
 - accurately assess the effect of changes in the environment on the production schedule and take appropriate action;
 - shape and score dough to allow for maximum volume and "eye appeal" in the resulting bread; and
 - ability to multi-task within a baking cycle.
- Current ServSafe certification or ability to obtain one once hired.
- Prior customer service experience is preferred but not required.

COMMUNICATION SKILLS

- Ability to communicate with others, including strong verbal skills and fluency in the English language;
- Ability to read and analyze a variety of recipes and historical sources;
- Ability to write clearly and concisely.
- Ability to effectively present information and respond to inquiries from guests and staff while demonstrating the assigned task(s).

REASONING ABILITY

- Ability to solve practical problems, to establish priorities, and accomplish tasks in order of importance; to help organize materials to accomplish tasks efficiently; to track multiple projects; to interpret and follow oral and written instructions.

OTHER SKILLS AND ABILITIES

- Ability to communicate and work effectively with others, both staff and volunteers. Must be able to contribute to group discussion relevant to tasks to be undertaken.
- Ability to use tools and implements with skills appropriate to the traditions of 17th-century English bakeries.
- Ability to use modern and traditional tools in a safe and appropriate manner.

PHYSICAL REQUIREMENTS

The physical demands outlined here are representative of those that must be met by an employee to perform successfully the essential functions of the job. The work requires strenuous activity necessitating good cardiovascular condition, and there can be significant repetitive or strenuous motion necessary to accomplish certain tasks. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Perform physical activities in a variety of environmental conditions that require moderate to maximum strength including climbing, lifting, balancing, bending, walking, and handling of materials weighing up to 55 lbs.
- Comfortable working on your feet for long periods of time in what can be a very fast paced environment.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.

- Work is generally performed in a safe and comfortable, though sometimes crowded, store environment with the possibility of frequent exposure to hot, cold and wet conditions.
- The noise level in the workplace varies from quiet to loud.

ADDITIONAL REQUIREMENTS

Must be available to work Sundays and Mondays. Flexibility in work hours and days off is required. Occasional evening work.

Revised August 2017