

PLIMOTH PLANTATION JOB DESCRIPTION

Department: Museum Experience Group

Job Title: Guest Experience Manager, English Village

Reports to: Director, Living History Sites

FLSA Status: Exempt

Position: Full-Time Year-round

Supervises: Living History Educators, Guest Experience Assistant Manager, English Village

Key Relationships: Director of Education, Guest Experience Managers, Manager of Historical Agriculture, Manager of Historical Clothing and Textiles, Manager of Historical Built Landscapes, Curator of Museum Gardens, Director of Facilities, PR Manager, Deputy Executive Director

SUMMARY

The Guest Experience Manager (GEM) is a key leadership position in the Museum Experience Group (MEG) management team and works on-site in the English Village and related areas to ensure that the Museum's customer service philosophy is inherent and clear in all interactions with guests, and that the guests' experience is second-to-none.

Oversees daily operations in the English Village including all tasks and programs that are carried out by staff. Provides accurate historical information according to Plimoth Plantation training and research, and a high level of guest engagement and satisfaction.

Directs the work of the staff. Assigns work, transfers staff as needed to provide optimal coverage of the sites. Provides timely feedback to direct reports based on their job performance. Provides coaching/mentoring to direct reports; and also, if needed disciplinary actions ranging from warnings to termination.

Attention to professionalism and best practices in both public history and management are essential. The GEM is part of the management team accountable for ensuring the continued success of Plimoth Plantation's 17th-century English Village programs.

ESSENTIAL DUTIES and RESPONSIBILITIES

- 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. Model and help to sustain a culture of philanthropy within MEG.
- Using independent judgment, the GEM has the authority to prioritize tasks, assign and direct the work of MEG employees and volunteers.
- Supervise, coordinate and facilitate the smooth execution of daily on-site programs and special events on-site. Open and close the village.
- Carry out daily, weekly, seasonal and annual departmental work plans in an appropriate and timely manner.
- 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.
- Take appropriate steps to correct any potential safety issues.

- Ensure that all direct reports attend MEG staff meetings, all-hands meetings and daily morning meeting; and that the daily meeting agenda contains pertinent information to the site for that day.
- The GEM may transfer, suspend, recall, and evaluate performance of direct reports and provide disciplinary actions including coaching, counseling, and warnings up to and including termination, or effectively recommend any of those actions.
- Use, and oversee the correct use and care of, artifacts, reproduction clothing and research and other equipment and supplies.
- 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' interest and abilities. Strive to ensure an enjoyable, interesting and inclusive experience for all.
- Assist and mentor direct reports in developing skills in Public History and Living History Education. Assist with and participate in new staff orientation and the delivery of training sessions for staff and volunteers.
- Perform administrative duties as needed, including scheduling and timesheets.
- Encourage and model positive communication for staff.

This description is not intended to be a complete list of all responsibilities, duties, skills, requirements or working conditions associated with the job. While this is intended to be an accurate reflection of key responsibilities of the job as it is at present, management reserves the right to revise the job or to require that other or different tasks be performed as assigned. This job description may be reviewed by management at any time either to ensure that it relates to the job currently being performed, or to incorporate changes. Management reserves the right to change a job description; and if/when doing so will discuss with the employee(s) concerned so that any changes are understood by employee(s).

REQUIREMENTS

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 polite, professional behavior.
- 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.
- Ability to work independently, without direct supervision.
- Common sense and good judgment. Ability to identify and solve problems, getting help as needed. Ability to prioritize and be flexible according to changing conditions.
- Demonstrated interest in public history and an interest in conveying the history of 17th-century Plymouth Colony and the Wampanoag Homeland to diverse audiences.
- Proficient in basic computer skills associated with Microsoft Office and Google.

EDUCATION and/or EXPERIENCE

- BA/BS *or* equivalent experience. Degree in related field preferred.
- Experience working successfully with the public, preferably in a museum or other education-centered organization focused on the learner's experience and on hospitality such as a cultural attraction.
- Must be able to read and interpret a variety of historical sources. Within a reasonable period, must demonstrate understanding of the time-period.

PHYSICAL REQUIREMENTS and WORK ENVIRONMENT

The physical demands and conditions described here are representative of those that may be met by an employee to perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

This position requires indoor and outdoor work, often in adverse weather conditions (hot, humid, cold, rain, snow). The workplace is not climate controlled. Work may be performed in dusty and smoky environments; in poorly lit areas; near open fires. Duties may include working sitting, standing, bent over or kneeling; may involve lifting and moving of objects weighing approximately 25 pounds; standing for extended periods; climbing stairs, ladders, and/or gangways; and wearing 17th-century (reproduction) clothing. The noise level in the workplace varies from quiet to loud.

ADDITIONAL REQUIREMENTS: This position requires working at least one weekend day per week. Depending on programming needs, this position may include working additional night/weekend hours or days as needed.

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 of their interactions with the public and 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 Plantation. The core principles that guide us in our work are:

- **Safety and Comfort:** Safety is paramount. At all times, we conduct ourselves and our work to ensure the safety and comfort of all guests, staff, animals and Museum property.
- **Compassionate Customer Engagement:** Because Plimoth Plantation exists to serve the public and it is their interest, goodwill and generosity that support the Museum's mission, we commit to consistently providing our guests with the Museum's unique brand of compassionate customer engagement.
- **Professional Excellence:** It is only through continual improvement that we can move the Museum forward. Therefore, 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.

- **Personal Accountability:** Within the scope of our positions, we believe that we are each *personally* accountable for improving the guest experience and for creating a rewarding, enjoyable workplace for ourselves and our colleagues.
- **Advance a Culture of Philanthropy:** As employees of a 501(c)(3) charitable organization, we understand that philanthropy strengthens and sustains the Museum. 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. We recognize Development as a vital tool that advances the Museum’s mission, strategic objectives and highest ideals. We treat every person as a valuable collaborator, donor and member of our Plimoth Plantation team.
- **Teamwork:** We believe that teamwork is essential to achieving Plimoth Plantation’s educational mission. 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 member has the opportunity to contribute to the success of the team.

Employee Signature

Date