



351 Farmington Avenue | Hartford, CT | 06105
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THE MARK TWAIN HOUSE & MUSEUM

PART-TIME HISTORICAL INTERPRETER

Position Description

REPORTS TO: Director of Interpretation

STATUS: Part-time, non-exempt (not to exceed 29 hours/week)

HOURS: 9:15 AM to 5:30 PM Monday-Sunday

SALARY: \$12.00/hour

Mark Twain House education programs and tours provide interactive visiting experiences for a variety of audiences. Historical interpreters work with adults, children, families, and tourist groups in the Mark Twain House, on the grounds, and occasionally off-site. The goals of the Education Division include providing consistent and exemplary visitor services, providing participatory interpretive experiences that are educational, enjoyable, and able to motivate people to learn more.

DUTIES/RESPONSIBILITIES:

- Uses hands-on activities, questioning, observation, and discovery techniques, as appropriate, to interpret the stories of Mark Twain, his life, his works, and his family to adults, families, children, and groups according to standards set by the Director of Education.
- Uses knowledge of cultural differences, ability to communicate with special needs groups, respect for diverse points of view, and willingness to adjust one's own interpersonal skills to facilitate groups effectively.
- Attends all training sessions and studies written materials regarding visitor studies and customer service, visitor service, interpretive, and educational skills.
- Serves as security for the museum's collection during programs and tours. Reports missing or damaged items to the Curatorial Division, following the proper procedures.
- Takes turns managing visitor services desk, ticket sales, and associated daily record keeping.
- Takes turns assisting with sales in the Mark Twain Store.
- Acts as visitor advocate by observing and informally assessing visitor services on a daily basis and providing others in the Education Department with critical information about front-line needs.
- Works as part of an Education Department team to help research, develop, and present interpretive programs and tours for adults, children, and mixed audiences in accordance with established program themes and objectives.
- Adheres to dress codes and scheduling standards as defined by the institution.
- Part-time interpreters are required to work a flexible schedule to include at least two weekend days per month and several holidays per year. Interpreters are required to work at least part of the three days after Thanksgiving Day, the first Sunday in December and some of the week between Christmas and New Year's Day. Some work will be scheduled at night

KNOWLEDGE AND SKILLS REQUIRED

- Knowledge of learning styles and ability to work with people of varying ages and skills.
- Demonstrated skill in communicating effectively, both orally and in writing.

- General understanding of museum operations and procedures and customer/visitor service concepts.
- Ability to work effectively with other employees, visitors, group tour leaders and volunteers.
- Demonstrated ability to solve problems and make decisions under pressure.

DISCLAIMER:

This description indicates the general aspects of the position and is not intended to be a comprehensive inventory of all duties, responsibilities, and qualifications of this position. Management may add to, modify the duties of this position, or designate other functions as essential at any point in time.

SUPERVISION

Director of Interpretation supervises the Historical Interpreters. Work assignments and schedules are made on a monthly basis with informal modifications made, as needed. Performance evaluations occur after the first 2-3 months of employment and yearly thereafter. The director of interpretation conducts evaluations with input from the School Programs Coordinator and Assistant Managers of Visitor Services.

PERSONAL CONTACTS AND TEAMWORK

Historical Interpreters are in constant contact with the public. Contacts with other interpretive staff and members of the Interpretation/Education team occur on a daily basis. Additional internal contacts may include members of the Public Relations, Curatorial, Finance, Development, and Administrative Divisions.

WORK ENVIRONMENT

The work involves direct contact with the public, under sometimes demanding conditions during periods of heavy visitation. The position also requires standing for long periods, managing several sets of staircases, working in a dimly lit environment and withstanding various weather conditions.

BENEFITS

Free or discounted admission to many museum events; 20% museum shop discount. Individuals with this position do not receive paid sick time.

FACILITY RENTALS

Mark Twain interpreters are given first choice to work rental events such as receptions, dinners, concerts and workshops being held in our facility. Most events are held in the evening and usually last 1-4 hours. A list of upcoming events is posted monthly and interpreters who wish to work them can sign up based on their own availability. Most events require one person to be the on-site representative of the museum for the duration of the event. If house tours are planned for the evening, more people will be needed to give the tours. Those signed up as guides for the event work only while the tours are going on and are then free to leave. These after-hours events pay \$12.50 per hour.