



NATIONAL
TRUST
FOR
HISTORIC
PRESERVATION®

Tour Guide (Chesterwood)

Department: Historic Sites
Location: Stockbridge, MA

JOB SUMMARY

The Museum Guide serves as an informed and friendly ambassador for the site and the National Trust for Historic Preservation, providing individual or group tours to interpret the history of the site, its buildings and grounds, and placing them in historical and contemporary context for the visitor.

DUTIES

- Interpret the site, its architecture, landscape, and/or artifacts through interactive experiential tours that encourage visitors to better understand and appreciate the site within historical and contemporary contexts.
- Engage visitors in active observation, discussion and synthesis.
- Respond to different groups (adults, school children, families) by varying information provided as appropriate.
- Convey the mission of the individual site and the National Trust for Historic Preservation, including announcing current initiatives and upcoming programs and events.
- Provide exceptional customer service to all site guests and interact positively and professionally with site colleagues.
- Assist in monitoring collections security (buildings, objects, grounds) and visitor safety, responding calmly and professionally to emergencies and promptly notifying supervisor of incidents or unsafe conditions.
- Attend all required in-service training sessions and contribute insights drawn from tour experiences and visitor response. Participate actively in training programs and other opportunities in order to expand site knowledge and strengthen interpretive skills.
- Assist as needed with visitor services and operations, including visitor orientation, answering phones, shop retail and ticket sales.
- Assist as needed with educational activities, special events and other additional duties and responsibilities.

QUALIFICATIONS

- Some experience in public speaking, presenting educational or promotional information to the public, or other customer service role. Previous experience as an educator, guide, tour leader or related role preferred; experience in a museum or historic or cultural setting a plus.
- Knowledge of and enthusiasm for history, architecture or other cultural topics related to the site preferred.

- Effective and engaging presentation skills. Excellent verbal and written communication skills, with ability to speak and read English fluently. Bi-lingual fluency a plus.
- Demonstrated ability to engage effectively with culturally diverse audiences, and audiences of varying ages.
- Basic problem-solving skills, including issue identification and prioritization.
- Ability to adapt and be flexible in a dynamic work environment.
- Ability to continually develop skills related to use of rapidly changing technology and communications best practices.
- Entrepreneurial spirit and skill set a plus.
- Ability to work weekends, holidays and some evenings.
- Ability to work a minimum of 56 hours per month (or 2 days a week).
- Ability to work outdoors in varying weather conditions.
- Minimum physical requirements include but are not limited to: ability to stand for periods up to 90 minutes; walk over uneven terrain; climb stairs, lift and carry loads of up to 25 pounds.
- BA or equivalent work experience required; studies in history, architecture or other topics related to specific site programs preferred.

DATES: Chesterwood is open to the public from May 20 – October 23, 2023 from Thursday – Monday from 10am to 5pm. Each tour guide is scheduled to work 1-2 days per week.

HOURLY RATE \$15.25

TO APPLY: Send your cover letter and resume with “Tour Guide” in the subject line to chesterwood@savingplaces.org

DEADLINE: April 17, 2023