



## **Mayowood Historic Site Assistant**

### **Internal Posting**

**Opening Date: March 27<sup>th</sup>, 2024**

**Closing Date: April 30<sup>th</sup>, 2024**

The History Center of Olmsted County (HCOC) is seeking a responsible and organized individual to join our team as the Site Assistant for Mayowood Historic Home. The Site Assistant is responsible for maintaining the daily operations of Mayowood in the absence of the Mayowood Site Manager by modeling exceptional interpretation, guest service, collaboration, and interpersonal skills. This is a part-time, seasonal (April-December), hourly (\$15.45), non-exempt position which averages two to three days a week. This position is a great opportunity for individuals who want to take a more active role in public history through a leadership position.

### **Specific duties include:**

#### **Leadership**

- Provide direct supervision to tour guides in the absence of the Site Manager.
- Coordinate the daily operations of Mayowood in the absence of the Site Manager.
- Receive visitor complaints and help provide solutions for issues that arise in the absence of the Site Manager.
- Understand and administer HCOC and Mayo Clinic policies.
- Remain professional in stressful circumstances, and problem solving on the spot.
- Use excellent customer relations, sound judgment, tact, and discretion in dealing with a variety of personalities and situations.
- Communicate goals which support HCOC and HCOC's relationship with the Mayo Clinic.

#### **Tour Guiding and Training**

- Lead inspiring and educational tours of Mayowood Historic Home ensuring visitors' experiences are enjoyable and educational.
- Significant knowledge of Mayowood history and history of the Mayo family.
- Assists with the training of all new tour guides and desk attendants.

#### **Desk Procedures**

- Common Knowledge of Mayowood desk procedures.

## **Other Duties**

- Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job.

## **Work Hours**

- The Site Assistant will be asked to work three Sundays a month and three full weekends during the summer. This is flexible and exceptions will be made for travel.

## **Required Qualifications**

- Post high school education or equivalent such as coursework in history, education, or a related field, OR one year on the job experience.
- Ability to lead guided tours of Mayowood Historic Home; or willingness to learn.
- Significant knowledge of Mayowood history and history of the Mayo family; or willingness to learn.
- Awareness of practices and trends in interpretation; or willingness to learn.
- Common Knowledge of POS, ticketing and till; or willingness to learn.
- Ability to identify problems and solutions.
- Ability to solicit feedback, facilitate teamwork, practice open two-way communication and work effectively as a team member with all staff at different levels of Mayowood.
- Work effectively with limited supervision.
- Excellent verbal, written and public speaking skills.

## **Desired Competencies**

- Proven leadership experience.
- Demonstrated experience working with large groups of people, families, and small children.
- Demonstrated comfort level working with Mayowood operations and program delivery.

## **Desired Characteristics**

- Willingness to participate in the script development process and program planning.
- Reliable and personable.

## **How to Apply**

Please email a cover letter, and resume to [Mayowood@olmstedhistory.com](mailto:Mayowood@olmstedhistory.com)