

FORT TICONDEROGA AMERICA'S FORT

2018 Exhibition Interpreter

Status: Temporary Seasonal

PRIMARY PURPOSE OF ORGANIZATION

Fort Ticonderoga is one of North America's most significant and oldest historic sites. Fort Ticonderoga preserves, educates, and provokes active discussion about the past and its importance to present and future generations. We foster an on-going dialogue surrounding citizens, soldiers, and nations through America's military heritage.

Fort Ticonderoga is comprised of 2,000 acres and includes the reconstructed Fort, the Carillon Battlefield, the Pavilion and the King's Garden, Mount Defiance, Mount Independence, Native American historic sites and numerous other historic features that span the property's history. The Fort Ticonderoga Museum holds one of the largest and most significant collections of 18th century military material culture in North America. Current staffing includes 27 full-time employees and approximately 80 temporary employees. Fort Ticonderoga annually serves more than 75,000 visitors.

Fort Ticonderoga is a non-profit educational institution and museum open to the public since 1909.

PRIMARY PURPOSE OF POSITION

Exhibition Interpreters are responsible for welcoming guests in the exhibition spaces, and assisting guests with exhibit, program, and site orientation questions while monitoring the exhibited collections and providing historical background and context. *Exhibition Interpreters* on the tour track will additionally deliver scheduled daily tours to museum visitors.

All staff working in exhibit galleries must present a cheerful, friendly, and welcoming demeanor for guests. It is essential that they also present an *informed and enthusiastic* attitude about the many educational opportunities offered at the Fort including daily programs, special events, off-season activities, and the Membership program. Fort Ticonderoga is a private, non-profit institution. Your work serves Fort Ticonderoga's mission!

STANDARDS: Share a passion for the history of Fort Ticonderoga and its role in the conflicts that shaped North America in the 18th century. Maintain a positive, enthusiastic outlook; smile and greet guests, employees, managers, and supervisors; show respect for and cooperate at all times with those for whom and with whom you work; report to work as scheduled and on time; meet appearance standards; perform assigned tasks accurately and on time.

GOALS

- ❖ Provide a welcoming atmosphere in the museum galleries for guests
- ❖ Safe, careful and precise delivery of information and service

- ❖ Build strong, positive relationship with everyone you serve
- ❖ Be fully present, fully aware, fully available for those you serve
- ❖ Be a valuable, positive contributor to the team
- ❖ Respond to change and adversity positively and productively
- ❖ Proactively initiating positive change
- ❖ To serve Fort Ticonderoga's mission in all of your work

RESPONSIBILITIES

- ❖ Welcome guests entering gallery(s).
- ❖ Exhibition Interpreters are expected to be knowledgeable about the current gallery exhibition and able to answer guest questions about the exhibition.
- ❖ Perform regular inspections of exhibits to verify contents of exhibit cases and status of security hardware.
- ❖ Assist guests seeking additional information about exhibits or programs.
- ❖ Work with guests in the use of materials related to the exhibition including materials geared for family and school groups.
- ❖ Participate in developing and maintaining the organizational culture, defined by strong team member relationships and commitment to Fort Ticonderoga's mission.
- ❖ Present a professional image with regards to Fort Ticonderoga in all media including Facebook and other social media outlets.
- ❖ Tour Track Exhibition Interpreters will deliver daily scheduled tours of the museum's galleries.
- ❖ Other duties as assigned.

RELATIONSHIPS

- ❖ This person reports to the Museum Education Coordinator.
- ❖ This person works within the Public History Department and must be willing to work, as needed, in all areas of Fort Ticonderoga.
- ❖ Efficient work by a small department that shares workspace and works closely with members of other departments **requires** a spirit of positive cooperation with co-workers.

PHYSICAL EFFORT

The position of Exhibition Interpreter requires a limited amount of bending, squatting, stooping and use of stairs. Attendants may occasionally be required to work in varied temperatures including heat and cold. Must be able to lift 25 pounds, able to stand and walk for an extended period (up to 4 hours) and must have manual dexterity to perform job duties.

VISUAL ATTENTION, MENTAL CONCENTRATION and MANIPULATIVE SKILLS

Work performed requires careful attention to guest interaction with gallery spaces and exhibited collections. This position also requires staff to make careful observations on the state of security hardware and take periodic inventory of contents of exhibits.

SAFETY FOR OTHERS

Exhibition Interpreters must understand and follow established safety procedures and be able to provide basic immediate assistance to guests in the event of injury or other health concern. In addition, staff must be prepared to assist in the evacuation of buildings in the event of an emergency.

SCHEDULE

Must be flexible, able to work weekends and some evening shift work may be required. This is a temporary seasonal position; Full and Part-time positions are available. Fort Ticonderoga is an Equal Opportunity Employer.

To apply send letter of interest, resume, three references, and one letter of recommendation to Joshua Mason, Museum Education Coordinator, Fort Ticonderoga Association at 30 Fort Ti Road, Ticonderoga, NY 12883 or e-mail JMason@fort-ticonderoga.org. Faxed applications can be sent to 518-585-2210. For more information call 518-585-6190. For additional information on Fort Ticonderoga visit www.fort-ticonderoga.org.

*Fort Ticonderoga Exhibition Interpreter
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