

**Tour and Education Associate**

Part-time, non- exempt

\$16 per hour

**Position Description**

Ford House Tour and Education Associates are responsible for leading group tours of the museum's historic Edsel & Eleanor Ford House and Grounds, overseeing the safety of visitors and the security of the home and collection, answering visitors' questions, working with the Collections Team to maintain the general cleanliness of historic buildings, and communicating with Visitor Services, shuttle drivers, and Security staff, as needed.

They are also responsible for working with tour related technologies, assisting with educational and community programs as needed (including school fieldtrips), and participating in ongoing trainings. A minimum availability of 18 hours a week, and availability to work within the museum's typical Tuesdays through Sunday schedule is required (nights, weekends, and some holidays are required).

**Responsibilities and skills**

- An interest in history and museums
- Confidence and skill in public speaking and storytelling
- Excellent time management skills
- Excellent customer service skills
- Flexible and capable of improvisation
- Ability to master significant amounts of information
- Ability to translate the information into coherent and engaging narratives
- Demonstrate cultural competency and excellent customer service skills
- Demonstrate computer and digital technology competencies
- Welcome and incorporate constructive feedback
- Embody our Inclusion, Diversity, Equity, and Accessibility (I.D.E.A.) mission in all interactions

**Uniform Requirements:**

This position requires a uniform, all staff must have professional appearance. A uniform shirt will be provided, and the shirt should be maintained by the employee.

**Physical Requirements**

- Physically able to stand and walk through the rooms of the House and Grounds for long periods of time, able to use a computer, able to bend and/or stoop, climb stairs, and lift up to 25 lbs. to perform tasks that may be required in the course of museum operation.
- Ability to stay calm under duress, manage emergencies according to Ford House protocols, and complete CPR training and recertification.
- Must attend all training and educational sessions and commit to ongoing professional development.

**Key Characteristics/Traits**

- Positive and outgoing personality
- Enjoy public speaking and presentations
- Responsible, reliable, and able to use good judgment
- Friendly, empathetic, and engaging presence with all visitors and staff, including those of all abilities, age, and backgrounds

**Qualifications/Education**

- Minimum H.S. Diploma/GED and relevant work experience required.
- Bachelors in a related field preferred.

**Other Job Requirements**

- Successful completion of criminal background check and credit check
- Available to work weekends, nights, and some holidays

*Ford House is committed to a policy of Equal Employment Opportunity and will not discriminate against an applicant on the basis of age, sex, sexual orientation, race, color, creed, religion, ethnicity, national origin, alienage or citizenship, disability, marital status, veteran or military status, genetic information, or any other legally-recognized protected basis under federal, state or local laws, regulations or ordinances. Applicants with disabilities may be entitled to reasonable accommodation under the terms of the Americans with Disabilities Act and/or certain state or local laws.*

Work Remotely

- No

Job Type: Part-time

Pay: \$16.00 per hour

Benefits:

- Retirement plan

Education:

- Minimum of H.S. Diploma/GED and relevant work experience required.
- Some college or a Bachelors in a related field preferred.

Experience:

- Customer Service: 1 year (Required)
- Public speaking: 1 year (Preferred)
- Past museum work, teaching experience, or theater/acting/performance/storytelling background is a plus.

Language:

- English (Required)

Work Location: One location