



USS Constitution Museum

Educator

The Institution: USS Constitution Museum

The USS Constitution Museum serves as the memory and educational voice of USS *Constitution*, by collecting, preserving and interpreting the stories of “Old Ironsides” and the people associated with her. The Museum is a not-for-profit educational organization founded in 1972, welcoming over 400,000 visitors annually. The USS Constitution Museum is located in the historic Charlestown Navy Yard, just across the dock from “Old Ironsides,” which remains a commissioned naval vessel.

The Department: Museum Learning

Museum Learning staff members, interns and volunteers develop learning experiences for visitors of all ages, backgrounds, learning styles and abilities. Through interpretation, academic programming, community outreach, special events, visitor services and curriculum development, Museum Learning provides a hands-on, minds-on experience that encourages visitors to make personal connections to USS *Constitution*'s history and the lives of the people associated with her.

The Position: Educator

The Educator works in a highly visible position, fulfilling the Museum's mission to create positive, memorable experiences that strengthen ties between visitors, both adults and children, and the Museum. At stations throughout the Museum, the Educator consistently uses basic and advanced interpretive approaches and personalized visitor services to encourage visitors to enjoy the Museum and support the Museum financially. The Educator also independently facilitates a range of academic and thematic programs for the general public, students and groups. As a part of the Museum Learning department, the Educator will be trained in interpretation techniques, customer service and USS *Constitution*'s history.

Supervision

The Manager of Interpretation & Visitors Services serves as primary supervisor to the Educator. The Manager of Gallery Operations, Manager of Academic Programs serve as secondary supervisors. Educators will be evaluated based on the responsibilities and standards outlined below.

Responsibilities & Standards of Conduct

Visitor Service

- Address all visitors in a welcoming, respectful manner and proactively seek ways, both large and small, to positively influence their visit to the Museum through personal attention.
- Confidently communicate basic information on visiting the Charlestown neighborhood and Boston, including locations of significant historic sites, services offered by local businesses and transportation options, to assist visitors with travel plans.
- Clearly communicate the Museum's message of admission by donation and the Museum's reliance on voluntary donations.
- Effectively and calmly manage high volumes of visitor traffic and large crowds while providing personal attention to as many individuals as possible.
- Accurately process financial transactions (making change, accepting donations, selling memberships, etc.) and appropriately handle cash, check and credit/debit card sums and confidential information.
- Promptly and courteously answer incoming calls on the multi-line telephone system and assist or transfer callers appropriately.
- Accurately track daily visitation statistics and complete associated paperwork.



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Visitor Service (*Continued*)

- Address visitor complaints or dissatisfactions in a calm, professional manner using listening, problem-solving and communication skills. Involve senior staff when appropriate.

Interpretation

- Confidently communicate basic and advanced information on a range of topics from *Constitution's* history.
- Adapt communication and interpretive techniques to respect the individual needs, motivations and abilities of visitors of diverse backgrounds and ages.
- Recognize and act on opportunities to use basic and advanced interpretive approaches to positively impact visitors' experiences, including facilitating short activities at hands-on areas in the exhibits and approaching visitors in need of direction or those who demonstrate a particular interest in a display or an activity.
- Assist with student, camp, and adult groups. Year-round employees will independently facilitate a range of academic programs for students (Pre-kindergarten – Grade 12).
- Independently facilitate a range of thematic programs used in daily interpretation for the general public and for groups.

Safety & Security

- Follow all policies and procedures as outlined by senior staff to ensure the safety and security of people, the collection and the Museum's physical structure and immediately alert senior staff members to issues and/or concerns.
- Monitor and operate security, fire and building systems and provide immediate and appropriate response to alarms or emergencies.
- Properly open and close the exhibits.
- Inform visitors of Museum policies regarding, but not limited to, photography, food and/or drinks, appropriate behavior and, when possible, provide reasonable alternatives.
- Report maintenance issues to senior staff in a timely manner.

Cooperation

- Demonstrate a professional demeanor, positive attitude and mature judgment in the execution of all duties.
- Communicate and cooperate with all staff and volunteers to create a cohesive team within Museum Learning and throughout the Museum.
- Actively participate in mentor/mentee partnerships serving as a mentor to new members of the department and accept mentoring from senior staff members.

Employment Status and Schedule

As determined by the Manager of Interpretation & Visitors Service, the Educator may be a seasonal, casual, or regular non-exempt employee working either part or full-time. Morning, evening and weekend hours may be required. EOE.