

### **Exhibit Docent – Seasonal Hourly – Full Time 30-40hrs.**

- Present scripted information to guests with clear and informative language.
- Engage guests in a welcoming and open manner.
- Demonstrate a working understanding of the property and its history.
- Oversee guest interactions and direct them using positive strategies.
- Respect and enforce protocols for guest safety, historic artifacts, and the estate at large.
- Public facing role requires a calm, steady demeanor, and the ability to treat all guests with respect, dignity, and kindness without regard to race, gender/sex, ability, religion, or country of origin.

Reports to the lead docent and the manager of guest services or assistant.

### **Gatehouse Attendant – Seasonal Hourly – Full Time 30-40hrs**

- Provides clear concise information about admissions, public operations, etc.
- Requires working knowledge of the estate and its venues.
- Operate Mobile POS for ticket sales.
- Handle financial information in an accurate and confidential manner.
- Public facing role requires a calm, steady demeanor, and the ability to treat all guests with respect, dignity, and kindness without regard to race, gender/sex, ability, religion, or country of origin.

Reports to the manager of guest services or assistant.

### **Tram Driver – Seasonal Hourly – Full Time 30-40hrs**

- Present scripted information to guests with clear and informative language
- Engage all guest inquiries in a welcoming and open manner.
- Operate 8 passenger cart with trailer, 5 passenger cart, or 15 passenger van according to all safety protocols and prescribed rules of operation.
- Report and vehicle concerns to the transportation lead in a timely manner
- Ensure guest compliance regarding expectations for passenger safety and comfort – examples include:
  - Prioritizing guests with apparent needs for physical assistance
  - Ensuring minor passengers are accompanied by a parent/guardian/supervisory adult.
- Public facing role requires a calm, steady demeanor, and the ability to treat all guests with respect, dignity, and kindness without regard to race, gender/sex, ability, religion, or country of origin.

Reports to the transportation lead and the manager of guest services or assistant

For all these positions the successful candidate will be a clear communicator, punctual, able to follow written and verbal instructions, stand or sit for long periods of time, have moderate memorization skills, a clean, neat, professional personal presentation (uniforms required), and put forth a positive and welcoming demeanor. Proven candidates will have the opportunity to be cross trained for multiple roles. ***Please forward resumes and cover letters to Meghan Goodwin: [meghan@hildene.org](mailto:meghan@hildene.org)***

***Hildene, The Lincoln Family Home is an Equal Opportunity Employer and welcomes candidates for employment who will contribute to our diversity.***

