

## **JOB OPENING: Seasonal, Full-Time, Exhibit Docents & Tram Drivers**

### **ABOUT HILDENE:**

Hildene is a 501c3 nonprofit organization dedicated to preserving and promoting the legacy of the Lincoln family through its mission: *Values into Action*. Once the summer estate of Robert & Mary Lincoln, Hildene is comprised of a 1905 Georgian Revival home, formal and working gardens, restored 1903 Pullman railcar Sunbeam, agricultural operations, cheesemaking facility, 12 miles of trails, and year-round programming, all on 412 acres in beautiful Manchester, Vermont. We are among Vermont's top tourist destinations, attracting guests from all parts of the globe. [www.hildene.org](http://www.hildene.org)

### **POSITION(S) OVERVIEW:**

The following are public facing positions that are integral to Hildene's mission, *Values into Action*. Daily responsibilities revolve around guest engagement and exhibit interpretation for docents. A broad knowledge of the Hildene campus, its amenities and highlights, is required for Tram Drivers. Positions require 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.

#### **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.*

#### **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 each position, 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 email a letter of interest, resume, and 3 – 4 references to Jesse Keel, Manager of Collections & Exhibits: [jesse@hildene.org](mailto:jesse@hildene.org). *Incomplete applications will not be considered.***

*Hildene, The Lincoln Family Home believes diversity in identities, perspectives, and backgrounds, fosters creativity and enriches the workplace for us all. We deeply value different points of view that allow us to include and celebrate the diversity within our company, as well as build out better experiences for our guests and members. We welcome applicants of any race, religion, color, national origin, citizenship, gender, sexual orientation, age, and socioeconomic, marital, veteran, and disability status.*

