

TOUR GUIDE/MUSEUM OPERATIONS INTERNSHIP

ELLWOOD HOUSE MUSEUM

Position Overview

The Ellwood House Museum seeks an intern to assist during the museum's tour season by delivering tours and supporting museum operations in the Visitor Center. The intern will learn the public tour programs and deliver one-hour guided tours of the Ellwood Mansion and Ellwood-Nehring House. The intern will also learn to assist visitors at the reception desk in the Visitor Center.

About the Ellwood House Museum

The Ellwood House Museum is an 1879 mansion surrounded by ten acres in DeKalb, Illinois. Ellwood House was the home of barbed wire entrepreneur Isaac Ellwood. The site speaks to the profound impact of the barbed wire industry and the changing trends of three generations. The museum site is located several blocks from the eastern edge of Northern Illinois University. For more information about the Museum, its programs, and location, visit www.ellwoodhouse.org.

Position Responsibilities

- Learn and deliver public tours of the Ellwood Mansion and Ellwood-Nehring House
- Support daily museum operations, including greeting and interacting with museum visitors
- Staff the Visitor Center reception desk
- Act as cashier in the museum's gift shop

Qualifications

- Excellent verbal communication skills
- Ability to work independently and as a part of a team
- Excellent customer service skills
- Ability to give guided tours
- Interest in museums, preservation, and historical research

Working Schedule

The position requires approximately 10 hours per week, including one Saturday or Sunday per week for a minimum of 120 hours. Internship takes place May – September.

The Tour Guide/Museum Operations Internship includes a \$500.00 stipend.

Worksite Requirements

The physical demands and work environment characteristics described here are representative of those that must be met by an intern to successfully perform the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Physical demands: In the work environment described below, the position requires working at a desk and using a computer for prolonged periods of time and good eye/hand coordination. The position also requires verbal and written conversation with others, as well as standing, walking, bending, climbing, reaching, and strenuous lifting/moving of objects up to 30 pounds. Vision abilities required by the job include close vision. Work may occur in both hot and cold temperatures.

Work Environment: The majority of work will be performed in a multi-level work area over ten acres of property. Museum buildings are not accessible to the mobility impaired.

Training & Orientation Provided

Under the supervision of the Curator of Education and Interpretation, the intern will learn the history of the site and the steps needed to effectively conduct one-hour guided tours. Training and direction on other assigned tasks, such as operating the cash register, will be provided by staff throughout the duration of the internship.

Expected Learning Outcomes

- Intern will be able to effectively communicate with the public both formally and informally through speaking, writing, and listening
- Intern will learn to work on a professional team with board members, staff, and volunteers and learn to present programs for the greater community
- Intern will work with a team to manage the daily operations of the museum

Application Deadline: April 15

How to Apply: Interested applicants should email a cover letter, résumé, and the names and contact information of three references to trunzel@ellwoodhouse.org. Background check required.

Supervisor

Name: Tricia Runzel
Job Title: Curator of Education and Interpretation
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