

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 neighboring 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 campus features a palatial 1879 mansion, six additional historic buildings, ten acres of scenic grounds, four gardens, and 6,000 square feet of exhibit space in the Patience Ellwood Towle Visitor Center. Originally the home of barbed wire entrepreneur Isaac Ellwood, the site speaks to the profound impact of the barbed wire industry in America, and reflects the tastes of multiple generations of the Ellwood family who guided the evolution of the grounds and structures. The museum, located off the eastern edge of Northern Illinois University in DeKalb, Illinois, hosts approximately 11,000 visitors annually through guided tours, programs, and events.

Position Responsibilities

- Learn and deliver public tours of the Ellwood Mansion and neighboring 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 gift shop

Qualifications

- Excellent written and verbal communication skills, including the ability to deliver guided tours
- Ability to work independently and as a part of a team
- Excellent customer service skills
- Basic computer skills
- Interest in museums, preservation, and historical research

Working Schedule

This position requires approximately 10 hours per week, including one Saturday or Sunday per week for a minimum of 120 hours. Internship takes place May through August.

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 direction of the Curator of Education & 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 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 develop 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 info@ellwoodhouse.org. Background check required.



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