Tour Guide & Museum Operations Internship
Ellwood House Museum

Position Overview
The Ellwood House Museum seeks an intern to assist during the museum’s summer season by delivering tours, supporting museum operations in the Visitor Center, and aiding in the setup and execution of the Music at the Mansion concert series.

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 10,000 visitors annually through guided tours, programs, and events.

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
- Assist in the setup, execution, and cleanup of the Music at the Mansion Wednesday night concert series (concerts held at 7:00pm on June 22, June 29, July 13, July 20, July 27, and August 3)

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 and/or event planning

Working Schedule
The internship requires approximately 10 hours per week, for a total of 120 hours. Internship takes place from May through August, with some flexibility in exact start/end dates. Intern must be available to work Wednesday evenings from June 22 through August 3, as well as one additional weekend afternoon (preferably Sundays) throughout the duration of the internship.

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 those with impaired mobility.

Training & Orientation Provided
Under the supervision of the Operations Manager, the intern will learn the history of the site and the steps needed to effectively conduct one-hour guided tours. Instructions for other assigned tasks, such as operating the cash register, will be provided by staff throughout the duration of the internship. Training for projects related to the Music at the Mansion concert series will be provided by the Operations Manager.

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 events 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.

Supervisor
Name: Ethan Peterman
Job Title: Operations Manager
Phone: 815-756-4609
Email: peterman@ellwoodhouse.org
Address: 420 Linden Place, DeKalb, IL 60115