

WING LUKE MUSEUM

Position Announcement – March 28, 2023

Wing Luke Museum (WLM) Mission: We connect everyone to the dynamic history, cultures, and art of Asian Americans, Native Hawaiians, and Pacific Islanders through vivid storytelling and inspiring experiences to advance racial and social equity.

WLM Vision: At the WLM, we believe in Arts + Culture as Apothecary, defined as a *culturally rooted art and creative expression contributing to comprehensive wellness, from individual to community*. We also trust that an employee's well-being, intersectionality, interculturality, and enoughness are central to the success of their job.

Position Title: Education Guide
Reports to: Senior Tour Manager
Rate of Pay: Grade 20; \$21.42 - \$28.98 per hour, DOE
A candidate with five years of experience can anticipate \$24.45 per hour
Start Date: Tuesday, May 23, 2023
Schedule: Part-time; 3-4 days a week (Monday-Sunday); additional hours may become available for periodic museum programs, events and temporary coverage for open shifts. Occasional evenings and weekends as necessary
Benefits: Prorated PTO (vacation and sick leave). Staff enjoy museum membership and discounts at the Marketplace and programs.

Position Summary:

The Education Guide connects our visitors to the personal stories and retells the histories of Asian American, Native Hawaiian, and Pacific Islander Americans in Seattle's Chinatown-International District and the Pacific Northwest by leading educational tours at the museum and in the neighborhood. This position is a member of the Education and Tours Department.

Key Responsibilities:

- Lead tours and assist with tour training and research to make history of Asian Americans, Native Hawaiians, and Pacific Islanders more known and accessible to guests.
- Attend daily meetings cross departmentally to represent the Education and Tours department and meet with the Education and Tours department team weekly.
- As a gallery guide, engage visitors in dialogue and discussion.
- Continually read, absorb material and learn to expand knowledge of Asian Americans, Native Hawaiians, and Pacific Islanders for tour and visitor engagement.
- Set up assisted listening devices and audio receivers for guests, disinfect gear in preparation for visitor safety and cleanliness.
- Be a team member and support other Education Guides on their tours, through cleaning, organizing, supporting large tour groups, or providing an additional voice or perspective.
- Provide assistance with research and development of education curriculum as needed.
- Assist with the creation of historic and educational social media stories with the Marketing and Communications department.
- Collaborate on new customer outreach and promotion of tours and museum as needed.
- Be an enthusiastic WLM ambassador!
- Other duties as assigned.

Qualifications:

- Some experience in customer service, retail, concierge, hospitality, or equivalent preferred.
- Exceptional skills for helping and assisting others and genuine care in working with the public.
- Must be dependable, responsible, punctual, and have self-initiative.
- Work well independently, in a professional team setting, and with professional authority, strong verbal communication, and public speaking skills.
- Have a flexible schedule.
- Friendly, enthusiastic team player who enjoys working with a diverse group of staff and visitors.
- Proficient in English. Intermediate and above in the following additional languages a plus: Mandarin, Korean, Hindi, Cantonese, and/or Vietnamese.

To Apply (*no phone calls, please*):

Please e-mail letter of interest and resume to: jobs@wingluke.org

Museum Overview:

As a National Park Service Affiliated Area and the first Smithsonian affiliate in the Pacific Northwest, the Wing Luke Museum offers an authentic and unique perspective on the American story. Nationally recognized for our work in creating dynamic, community-driven exhibitions and programs, we put our community at the heart of each exhibition we create. The stories you see and hear within our walls are their authentic experiences and perspectives. From the struggles of early Asian pioneers to accomplished works by national Asian American, Native Hawaiian, and Pacific Islander (AANHPI) artists, their contributions give us a look at what it means to be uniquely American. Our 60,000 square foot facilities offer three floors to tell our communities' stories, with contemporary galleries showcasing both temporary and permanent exhibitions as well as preserved historic spaces accessible only through our daily guided tours. Beyond our walls, we like to tell the story of our neighborhood, Seattle's Chinatown-International District. While economically challenged, it is a historically and culturally vibrant area, and we see ourselves as a neighborhood concierge and an economic anchor for the nearby small businesses. From restaurants to statues that you might not otherwise notice, there are layers of history and significance that are waiting to be uncovered. Wing Luke Museum offers guided neighborhood tours and events that will encourage you to discover stories and tastes both on and off the beaten path. For more information, please visit www.wingluke.org.