



THE AMERICAN CIVIL WAR MUSEUM

Mission

The American Civil War Museum explores, inspires, and promotes the public's understanding of the Civil War – its causes, course, and consequences.

Position Title: Historic Site Interpreter

Job Type: Part Time, 20 hours per week, weekends required

Duties and Responsibilities

- Delivers engaging stories about life inside the home of the confederate president during the American Civil War (discussing the Davis family, the enslaved and free servants in the home, and Abraham Lincoln's visit), using a wide variety of techniques tailored to each audience's age, background, interests, and needs. Typical audiences include families, senior couples, student field trips, and adult tours.
- Interprets the history of the ACWM, local historic sites, and the Civil War.
- Greets, welcomes and provides an orientation to visitors and provides front-line Museum operations, including front desk operations, ticket sales, retail sales utilizing a POS register system.
- Supports the overall visitor experience of the ACWM by providing exceptional customer service, including concierge services, such as directions, and recommendations for other amenities in the local community and/or arts, culture and history community.
- Upsells Memberships to visitors, as appropriate.

Qualifications

- Minimum of a high school diploma, with some college (or equivalent) experience; Bachelor's degree in History, Education, Museum Studies, or related field preferred.
- Demonstrated experience providing engaging educational experiences to a wide variety of audiences using various interpretive techniques, preferably at a museum or historic site, or classroom teaching experience.
- Demonstrated passion for History, Education, and/or Interpretation, with knowledge of nineteenth-century American social and Civil War history developed through formal education, professional experience or personal study.
- Demonstrated front-line customer service experience at a museum, historic site, or public-facing environment preferred.
- Superior public communications skills and excellent customer service skills.
- Ability to work a flexible schedule with weekend availability required.
- Ability to perform physical tasks associated with the position, with or without reasonable accommodations:
 - Ability to climb stairs.
 - Ability to stand for extended periods.
 - Ability to work indoors and outdoors in varied weather conditions.
- Demonstrated experience with a Point of Sale (POS) system

To apply for this position, please send a cover letter and resume to Kelly Hancock at khancock@acwm.org

Equal Employment Opportunity (EEO): The American Civil War Museum provides equal employment opportunities for all applicants and employees. We do not unlawfully discriminate on the basis of race, color, creed, ancestry, medical condition, religion, sex, national origin, age, disability, veteran status,



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marital status, sexual preference or any other basis prohibited by federal or state law or local ordinance applicable to our work locations. We also make reasonable accommodations for disabled employees if we are aware of the need for accommodation and if the requested accommodation does not cause undue hardship as interpreted from the ADA/ADAAA. This policy applies to all areas of employment, including recruitment, hiring, training, promotion, compensation, benefits, transfer, and social and recreational programs. Finally, we prohibit the harassment of any individual.