



## Community Outreach & Programs Intern

**Department:** Education

**Reports to:** Education & Outreach Manager

### Basic Purpose

At the Holland Museum, we strive to share the stories behind the historic objects in our collection and encourage our visitors to make modern-day connections with the people and places of the past. This position will be responsible for supporting that goal by enhancing the museum's community outreach initiatives through the presentation of dynamic programs and positive interaction with visitors. This position will also contribute to the museum's knowledge of the past through historic research and the development of new programs, specifically our Museum on the Move walking tour series and other summer programming.

### About our Community Outreach and Programs

In recent years, the Holland Museum has substantially increased its community outreach efforts, expanding beyond its walls to bring interactive, educational history programming into local neighborhoods and community organizations. A key component of this effort has been our popular walking tour series, Museum on the Move, which is entering its third year this summer. Existing walking tours encourage group observations and conversation in a casual, friendly atmosphere and cover topics that include historic architecture, the Fire of 1871, and the history of businesses in downtown Holland. As part of this internship, two Community Outreach and Programs Interns will lead the existing tours and will assist in developing and promoting new walking tours that expand the reach and diversity of the Museum on the Move program.

Interns will also support the museum's regular programming efforts, developing seasonal programming and assisting in annual events such as the Old-Fashioned Ice Cream Social, the Vintage Boat Show, and more.

### Responsibilities and Accountabilities

- Greet and interact with museum visitors in an open, friendly manner.
- Develop unique ways to engage and build relationships with the local community.
- Interpret historic events and facts for a wide range of audiences, from early childhood through retirees, in groups of 1 to 30.
- Develop and staff walking tours, programs, and special events, as well as additional office hours as assigned.
- Perform tours, lead programs, assist visitors as a program leader, and assist with other staffing needs on occasion and/or when requested.
- Perform historic research using sources from archival documents, Internet databases, etc.
- Generate reports, tour scripts, etc. as assigned based on findings from historic research.
- Maintain a professional demeanor at all times, including during training sessions and with other staff and volunteers.

- Perform a variety of other administrative and clerical functions in support of the department's mission including: assisting with correspondence; coordinating mass mailings; preparing materials for tours, programs, and exhibits, etc.
- Other duties as requested or assigned.

### **Education and Experience**

High school diploma or equivalent required. BA/BS in a related field preferred. Demonstrated experience performing historic research in an academic setting. One to three years' experience working in customer service.

### **Job Knowledge, Skills, and Abilities**

- Must be outgoing, with exceptional customer service and communication (verbal and written) skills.
- Willingness to learn, a "can do" mentality.
- Creative, with analytical and problem-solving skills.
- Able to work independently and follow through on tasks to completion.
- Ability to work with a diverse public and a diverse workforce.
- Ability to perform physical tasks (lift 30 lbs.) with physical mobility and ability to climb stairs.
- Demonstrated computer proficiency, including an excellent working knowledge of Microsoft Windows/Mac OS, email, the Internet, etc.

### **Work Schedule**

15-20 hours per week. Must have a flexible schedule, with frequent availability in the evenings and on weekends.

### **Compensation**

A \$500 stipend will be paid upon successful completion of the internship. Housing is **not** included as part of this internship.

### **To Apply**

Submit cover letter, resume, writing sample, and the names and contact information for three professional references to Connie Locker, Education & Outreach Manager, at [clocker@hollandmuseum.org](mailto:clocker@hollandmuseum.org). Deadline to apply is Monday, April 10, 2017.