Interpretive Specialist (Intern)

Department: Education
Reports to: Education and Community Programs Manager

The Holland Museum is an equal opportunity, equal access employer that is fully committed to diversity, equity, access, and inclusion in the workplace.

Basic Purpose
The Holland Museum shares the stories behind the historic objects in our collection and encourages our visitors to make personal connections with the people and places of the past. This position will support that goal through skilled historic interpretation and daily 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 interpretive tours, programs, and displays in the Holland Museum galleries, Cappon House, and Settlers House sites.

Responsibilities and Accountabilities
- Greet and interact with museum visitors in an open, friendly manner.
- Interpret historic events and facts for a wide range of audiences.
- Staff all operating hours at the historic Cappon House site, as well as additional office hours as assigned.
- Perform tours by appointment, assist visitors as a docent, and assist with public programs 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, 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.
- Participate in the Holland Museum Summer Intern Council. The Council will be guided by the Museum staff to design, research, and install an exhibition that will develop leadership and communication skills. Responsibilities include:
  o Look for opportunities to address issues that require cross functional skills, creative problem solving, relationship building, and an understanding of the greater organizational strategy of the Museum.
  o Meet with other interns over the course of the summer to develop sub teams and plans to address the project they have chosen.
  o Commit to roughly 5 hours of work for the Council per week.
  o The Intern Council will report back to the museum staff to present results of the exhibition at the end of the summer.
Education and Experience
Must be currently enrolled in high school, undergraduate, or graduate degree program, or a recent graduate. Demonstrated experience performing historic research in an academic setting. Experience working in customer service is preferred. Proficiency in Spanish is desirable.

Job Knowledge, Skills, and Abilities
- Must have 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.
- Ability to pass a background check.

Work Schedule
Interpretive Specialist interns must be available on Fridays and Saturdays. Intern Council will meet weekly for two hours on Wednesdays. This is an on-site internship. Interns must work 20 hours per week and a minimum of 10 weeks, June-August.

Compensation
A $1000 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, and the names and contact information for three professional references to Michelle Stempien, Education and Community Programs Manager, at michelle@hollandmuseum.org. Materials must be submitted by Friday, March 25, 2022.