



Title

INTERPRETATION ASSISTANT

About the Organization

Presque Isle Light Station (PILS) first opened its doors to the public in 2014, welcoming thousands of visitors to its two lighthouses every year. In 2022, our guests came from all 50 states and over 40 countries.

The Erie Land Lighthouse is the site of the first commissioned lighthouse on the Great Lakes, located in Erie's East Side. The Presque Isle Lighthouse is celebrating its 150th year of being an active aid to maritime safety and is listed on the National Register of Historic Buildings.

Our sites share the history and stories of the challenges of navigating this part of Lake Erie, and of the creation and lives lived in Erie's Lighthouses.

Description

We are currently looking for **two** outgoing and enthusiastic individuals with experience related to Museum Studies, Education, History, Interpretation, Environmental Education, or similar fields. Full training will be provided. Successful candidates will be required to undergo a full background check and complete a CPR certification, paid for by the organization.

Interpretation staff will support informal interpretation programs and assist in a variety of family and public programs at the Erie Land Lighthouse and Presque Isle Lighthouse.

PURPOSE OF POSITION:

This position assists in the daily operations of lighthouse programs. Interpretation Assistants help visitors make connections between their own lives and museum exhibits, interactives, collections, and programs.

Position Requirements

1) RESPONSIBILITIES

a) Exhibit-Based Interpretation

- i) Create a welcoming educational environment on site and around our exhibits by actively utilizing a variety of interpretive techniques.
- ii) Take initiative to engage with visitors on site.
- iii) Attend training session(s) and study site manual and program-related materials provided by supervisor.
- iv) Lead guided tours where necessary.

b) Visitor Services

- i) Greet visitors – adults and children alike – in a pleasant, welcoming manner, encouraging exhibit-based questions or conversation if the visitor is so inclined.
- ii) Read physical and verbal cues from visitors to provide them with excellent customer service and general information.
- iii) Demonstrate excellent nonverbal communication (eye contact, welcoming facial expressions, open and friendly posture and body orientation, friendly tone of voice, etc.).
- iv) Monitor visitor use of exhibits and redirect inappropriate behavior; informs supervisors of emergencies or exhibit malfunctions.
- v) Provide directions to visitors for personal services such as restrooms, first aid, membership information, local attractions and shopping opportunities in a knowledgeable and accurate manner.
- vi) Assist visitors with wheelchairs and strollers entering, exiting and moving through an exhibit, if requested by the visitor.
- vii) Maintain and replenish exhibit and activity site collateral.
- viii) Where necessary: manage transactions such as selling tickets and/or merchandise to visitors, handling cash, reporting end of day, and packaging store items.
- ix) Replenish stock at gift shop.

c) Safety

- i) Assure the safety of visitors, artifacts, exhibits, buildings and grounds by observing visitors' behavior and Report immediately a missing artifact, damaged exhibition element, or a part of the exhibit that needs repair.
- ii) Have a knowledge and understanding of the emergency procedures for each lighthouse. Guidelines will be provided.
- iii) Shut off lights and lock doors and gates at the end of the day.

d) Cleaning

- i) Clean and maintain lighthouses, including exhibit space and welcome centers as needed.
- ii) Sweep/vacuum
- iii) Empty trash
- iv) Clean windows
- v) Clean employee restrooms as necessary

**Additional responsibilities as assigned by Management Team*

2) KNOWLEDGE, SKILLS & ABILITIES

a) Required

- i) Friendly, positive attitude and attentive demeanor.
- ii) Excellent Customer Service
- iii) Strong public speaking
- iv) Competence in a retail environment
- v) Willingness to participate in on-going museum education & training
- vi) Working with volunteers
- vii) Ability to stand for extended periods of time
- viii) Ability to lift 20 pounds

- ix) Complete PA Child Abuse and PA State Police Clearances
(organization will cover cost if these need to be obtained)

b) Desired

- i) Familiarity with lighthouse and maritime history
- ii) CPR certified (training provided if needed)
- iii) Working with children and families

**EXEMPT/NON-
EXEMPT**

Non-Exempt

**FULL-
TIME/PART-
TIME**

Seasonal (20-30 hours per week, Apr. – Nov.)

HOURLY RATE

\$15-\$17 per hour

**EOE
STATEMENT**

It is the Presque Isle Light Station's policy to provide equal opportunity in employment to all employees and applicants. No person shall be discriminated against in any condition of employment because of race, color, religion, age, sex, national origin, disability, military or veteran status, marital status, sexual orientation, transgender status, gender dysphoria, citizenship status, genetic information, predisposition or carrier status, domestic violence victim status, and any other characteristic protected by federal, state, or local laws.

APPLY

All interested candidates can send a copy of their resume and cover letter to Richard Walter, Public Engagement & Operations Manager at richard@presqueislelighthouse.org