

- JOB TITLE:** Program Facilitator III, Split Rock Lighthouse
- LOCATION:** Split Rock Lighthouse, 3713 Split Rock Lighthouse Road, Two Harbors MN 55616
- COMPENSATION:** \$19.57 hourly minimum
- STATUS & HOURS:** Full-time, regular (approximately 2,080 annual hours) position.
- BENEFITS:** Eligible to participate in State Employee Group Insurance Program and a retirement program with employer contribution. Generous vacation and sick time accruals with additional paid holidays.
- DESIGNATION:** Bargaining Unit AFSCME Local 3173
- POSTING DATE:** March 15, 2024
- DEADLINE DATE:** Open Until Filled
- TO APPLY:** Interested applicants must apply online at the Minnesota Historical Society's career center at [www.mnhs.org/jobs](http://www.mnhs.org/jobs) and include a resume and cover letter by the application deadline date.
- 

**DESCRIPTION:** This position exists to conduct various programs using a variety of interpretive techniques, deliver specialized programs, support admissions and the museum store, provide high quality customer service to visitors of Split Rock Lighthouse, participate in directed research to assist in improving or updating established programs, assist in the daily operation of the site, and mentor staff.

**SUMMARY OF WORK:** 1) Conduct various on and off-site programs that serve diverse audiences, guide tours, and communicate historical information using multiple interpretive and responsive teaching techniques; 2) Perform museum store sales, admissions sales, and clerical services; 3) Assist in the daily operations of the historic site or museum program; 4) Study resources that build content knowledge and actively participate in training to enhance the delivery and quality of the site's programs; and 5) Mentor staff, interns, and volunteers in all areas of work.

**MINIMUM QUALIFICATIONS:**

- Demonstrated experience and ability to provide consistent, high quality customer service.
- Experience mentoring, coaching, training, and providing work direction for staff or volunteers.
- Demonstrated success in conveying program content and facilitating dialogue with guests using a variety of techniques.
- Demonstrated experience adapting program presentations and lessons to best suit the needs of visitors based on situations that arise including late arrivals, special visitor needs, teacher inquiries, and visitor inquiries.
- Demonstrated ability to work independently and take individual initiative while also being able to collaborate effectively and contribute positively in a team environment.
- Strong oral communication skills, and ability to listen and be responsive to questions and comments.
- Demonstrated ability to work with a diverse public in a friendly and open manner, while conveying information or teaching.
- Demonstrated punctuality.

- Demonstrated ability to think imaginatively and problem solve.
- Excellent organizational skills and attention to detail.
- Demonstrated ability to multitask, work effectively under pressure to meet deadlines, prioritize and adapt to changing priorities.
- Experience in or willingness to learn computer software programs as needed.
- Experience in or willingness to learn and work a variety of assignments, including but not limited to retail and admissions software, site orientation for guests, and interpretive techniques.
- Basic accounting and math skills.
- Willingness to complete all required safety training.
- Ability to climb the 32-step spiral staircase in the lighthouse several times each day and to walk and work on feet for an eight-hour or a ten-hour day.
- Ability to wind the lighthouse clockwork multiple times a day. A winding session could entail 150 turns.
- Ability to stand for extended periods of time and hike and carry a backpack a minimum of 4 miles (round-trip) for occasional tours.
- Ability to work inside and outside in all weather conditions.
- Ability to bend, crouch, kneel, reach, push, and pull.
- Ability to work a varied schedule including weekdays, weekends, and holidays.
- Ability to lift up to 30 pounds; 50 pounds with a buddy lift.

#### **KNOWLEDGE OF:**

- The North Shore and Lighthouse history.
- Minnesota history and the cultural diversity of the state.

#### **DESIRED QUALIFICATIONS:**

- High School diploma or equivalent.
- Some college coursework in history or a related field.
- Demonstrated success in conveying Split Rock Lighthouse program content and facilitating dialogue with guests through public history interpretive work
- Experience with site-specific related skills – baking on a wood burning cook stove, ability to understand and explain mechanical functions of lighthouse equipment, hauling firewood, mopping floors, cleaning, etc.
- Ability to conduct research; analyze content and synthesize information for reporting out.
- Experience working with children and/or adults in an educational environment.
- Experience in teaching, museum interpretation, theater, storytelling or group leadership.
- Experience in Shopify and/or Tessiture software, or other retail or admissions software.

---

Should you have questions with the application process, email [humanresources@mnhs.org](mailto:humanresources@mnhs.org) or call MNHS Job Line at 651-259-3181.

*At MNHS, we don't just accept difference — we celebrate it, we support it, and we thrive on diversity for the benefit of our employees, our products and services, and our community. The Minnesota Historical Society believes that an inclusive culture among our team members is critical to our success as a historical society and museum, and we seek to recruit, develop and retain the most talented people from a diverse candidate pool. The Minnesota Historical Society is proud to be an equal opportunity workplace and employer.*