

## Indiana Historical Society

### Job Description

December 2014

27-2012.24



<b>JOB TITLE:</b>	<b>Actor or Facilitator</b>
<b>DEPARTMENT:</b>	Education & Exhibits, Museum Theater
<b>REPORTING RELATIONSHIP:</b>	<b>Director, Visitor Experience</b>
<b>EMPLOYEES SUPERVISED:</b>	N/A
<b>FULL/PART TIME:</b>	Part Time
<b>FLSA STATUS &amp; PAY GRADE:</b>	Nonexempt

#### POSITION PURPOSE:

This position is part of the front line team of the Indiana Historical Society. Actors work in the exhibit spaces as first-person characters to bring the past alive for our visitors. Facilitators equip visitors with the information they need to better understand and experience the exhibit spaces. An Actor or Facilitator will fill either of these roles depending on the day. Depending on their skill set and other determinations the employee may be an actor or a facilitator or perform both functions.

#### ESSENTIAL FUNCTIONS (Actor):

1. Demonstrate exceptional customer service at all times.
2. Share information with the IHS guests to help foster meaningful connections between today's audience and the stories of the past.
3. Use provided research and conduct additional research to develop first person characters.
4. Be responsible for the assigned costumes, props and other materials used in the *Indiana Experience* components.
5. Perform other duties as assigned.

#### ESSENTIAL FUNCTIONS (Facilitator):

1. Demonstrate exceptional customer service at all times.
2. Greet guests and help them navigate the *Indiana Experience* components and designated activities.
3. Share information with the IHS guests to help foster meaningful connections between today's audience and the stories of the past.
4. Serve as part of the front-line staff to insure that visitors have the best possible experience.
5. Perform other duties as assigned.

#### ESSENTIAL KNOWLEDGE, SKILLS, & ABILITIES:

1. Outstanding customer service skills.
2. An understanding of generally accepted museum education concepts, strategies, ethics, and standards.
3. Experience with and confidence in making public presentations.
4. Excellent verbal and oral communication skills and the ability to communicate diversely.
5. Strong research and critical thinking skills.
6. Commitment to telling IHS stories in a meaningful way.
7. Ability to work and act in historical costume; commitment to not breaking character.
8. Must be available to work Saturdays and Sundays.

#### PHYSICAL REQUIREMENTS:

Standing – Ability to stand for prolonged periods of time

(Incumbent must be able to meet physical requirements with or without reasonable accommodations. Reasonability of requested accommodation is to be determined by IHS on a case-by-case basis, in accordance with the ADA.)

#### QUALIFICATIONS:

**MINIMUM:** Experience working with the public or school programming in a nonprofit setting or other related customer service field.

**PREFERRED:** A background in historic interpretation, the performing arts, or other related experience. Fluency in Spanish, ASL, or other languages.