



**MISSION SAN JUAN CAPISTRANO
INTERPRETIVE GUIDE
JOB DESCRIPTION**

SUMMARY:

The Interpretive Guide is a part time, non-exempt, at-will position working in the Guest Services/Education Department of Mission San Juan Capistrano. Under the direction of the Education and Interpretive Program Manager, the Interpretive Guide is responsible for the presentation of the interpretive programs developed to connect students, guests and visitors to the history of Mission San Juan Capistrano.

REPORTS TO: Education and Interpretive Program Manager and/or Guest Services and Operations Manager

SUPERVISION RECEIVED AND EXERCISED: Receives general direction from Education and Interpretive Program Manager and/or Guest Services and Operations Manager

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Typical duties may include, but are not necessarily limited to, the following:

- Connects students, guests, and visitors to the Mission's history, legacy, preservation efforts, and cultural stories by presenting both in-person and virtual guided tours as developed and approved by the Mission.
- Teaching and/or assisting in the presentation of the Mission Matters educational programs.
- May assist in the research, development, and implementation of various presentations to a variety of audiences.
- Presentations may include first and third person living history, guided walks, and education programs.
- Duties include engaging in interactive activities and informal interpretive chats with guests to ensure a meaningful, satisfying, and safe experience.
- Responsibly manage program materials and supplies.
- Responsibly support the established procedures in line with the safeguarding and preservation of historic structures, museum collections and artifacts, mission grounds, and other assets.

- May assist with events involving interpretive presentations including coordination with volunteers.
- May assist Education and Interpretive Program Manager with the education and/or “hands-on” activities and programs offered at the Mission throughout the year.
- Promotes Mission programs including education programs, group tours, public events, membership, web site resources, etc. to the public.
- Provide courteous information to the public, volunteers and staff.
- Perform related duties and responsibilities as required.

QUALIFICATIONS:

Job Knowledge, Skills and Abilities:

- Experience working in education, teaching and/or interpretive environment.
- Knowledge of early California history and interpretation of cultural traditions.
- Must have excellent communication skills and the ability to engage with elementary students and the general public and be customer service orientated.
- Ability to understand and follow established operating procedures.
- Ability to perform duties in a professional and cheerful manner.
- Ability to establish and maintain effective working relationships with diverse individuals and groups.
- Ability to exhibit accurate, dependable and reliable work habits and be detailed oriented.
- Possess good customer service skills.
- CPR and First Aid training recommended.
- Subject to background check.

EDUCATION AND EXPERIENCE:

Any combination of experience and education that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain knowledge and abilities would be:

Education: Either have earned or working towards a Bachelor’s Degree from an accredited college or university with major work in education, history, research interpretation, or a closely related field of specialization. Experience may be considered in lieu of a degree.

Experience: Experience in developing and presentation of interpretive programs or experience as a park guide or tour leader.

WORKING CONDITIONS

- Environment includes office and outdoor field setting; exposure to inclement weather.
- Extensive contact with the public.
- Job functions may require maintaining physical condition necessary for sitting or standing for prolonged periods of time; climbing stairs; walking on uneven ground; reaching or kneeling; lifting and carrying 20 to 25 pounds; extensive walking, and use of computer keyboard.