

Interpretation Coordinator

Job Description

The primary responsibility of the Interpretation Coordinator (IC) is to lead the recruitment, training and scheduling of tour guides and docents for the La Crosse County Historical Society (LCHS).

The (IC) reports directly to the Director of LCHS.

This is a seasonal, hourly position, April through October. Hours will vary from month to month but should not exceed 75 hours/month.

Duties:

- Guide and Docent Recruitment
 - Identify with LCHS leadership the number of guides and docents needed.
 - Lead the efforts to recruit docents and guides.
 - Handle media placement and PR with approval of LCHS leadership.
 - Organize informational sessions and interviews.
 - Work with appropriate La Crosse organizations to attract applicants. (ex: service organizations, retired teachers association, etc.)
- Training
 - Work with LCHS Leadership in development of study material and scripts for guides and docents, and know the material themselves.
 - Coordinate guest presentations during training.
 - Through face to face and technology methods offer training that sustains a high level of competency/consistency for the guides and docents.
 - With LCHS Leadership, establish appropriate expectations on costuming and/or professional dress.
 - Develop a program of on-going training to keep guides and docents engaged and learning.
 - Coach and shadow guides and docents to ensure they are presenting materials in expected fashion.
 - Create with LCHS a method of recognition for guides and docents.
- Scheduling
 - Ensure that guides and docents are deployed to fill the capacity schedule.
 - Set expectations for the team in fulfilling schedule commitments.
 - Fill in on tours in emergency situations.
 - Work with regional school districts promoting and scheduling student tours, including student tours for Discover the Silent City.
 - Oversee scheduling of guides at Discover the Silent City.

- Lead the coordination with cruise ship companies to determine bus routes and tour capacity needs.

Other Duties:

- Develop relationships with local historians and educators.
- Work with LCHS to establish the appropriate capacity needs for staffing for the Hixon House, Historic Trolley tours, River Boat tours, school tours, and other private tour companies.

Qualifications for the job.

- Experience in managing and motivating a 20-40 member team of adults.
- Demonstrated project management training and execution.
- Demonstrated experience in training and teaching of adults.
- Experience in leading volunteers.
- General computer skills and knowledge of Microsoft Office
- Ability to manage technology training tools (YouTube, ZOOM, etc.)

Key Competencies

- Organizing Skills.
- Deep and wide local network.
- Public speaking ability.
- Ability to teach and train in a coaching role.
- Ability to be flexible.
- Demonstrated competency in and high level of enthusiasm for local history and historic preservation.

Other

- Must have own transportation and valid driver license.

To apply, please send resume and a cover letter to Peggy Derrick, Executive Director, at office@lchshistory.org