



## **Historic Mayowood Site Assistant II**

The History Center of Olmsted County (HCOC) is seeking a responsible and organized individual to join our team as the Historic Mayowood Site Assistant II. This is a part-time, seasonal position (April–December), hourly (\$15.00), that combines public engagement with site leadership responsibilities.

This position is approximately 80% tour guiding and 20% direct supervision duties. As a Tour Guide, you will deliver engaging and educational tours using a variety of interpretive techniques to present the history of Historic Mayowood and the three generations of the Mayo family who lived there. As part of your direct supervision responsibilities, you will help ensure the smooth daily operation of the site, including overseeing staff and visitor activities in the absence of the Mayowood Site Manager and Site Assistant Manager.

This position is an excellent opportunity for individuals interested in public history who are seeking a hands-on role that combines interpretation, leadership, and operational responsibility at a historic site.

### **Tour Guiding (80%)**

#### **Specific duties include:**

##### **Tour Guiding**

- Conduct guided tours of Historic Mayowood, delivering accurate, engaging interpretation of the Mayo family and site history.
- Communicate clearly and adapt tour content to meet the needs of diverse audiences.
- Answer visitor questions and provide additional context as needed.
- Maintain a professional, friendly demeanor and collaborate with fellow guides to ensure a high-quality visitor experience.
- Follow and enforce Mayowood policies while monitoring tours to protect the historic collection.
- Update tour content as exhibits or information change and participate in ongoing training and staff meetings to enhance knowledge and interpretive skills.

### **Direct Supervision (20%)**

#### **Specific duties include:**

##### **Leadership**

- Provide on-site supervision and coordinate daily operations in the absence of the Site Manager and Assistant Site Manager.
- Address visitor concerns and resolve issues using sound judgment and professionalism.

- Understand and apply HCOC and Mayowood policies while remaining calm in high-pressure situations.

### **Front Desk**

- Deliver excellent customer service, including greeting visitors, managing queues, selling tickets, and providing wayfinding.
- Open, close, reconcile tills, and complete sales reporting.
- Operate POS systems, computers, and basic office equipment.
- Organize daily tour flow and manage multiple tasks simultaneously.
- Troubleshoot customer service or technical issues and escalate when appropriate.

### **Other Duties**

- Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job.

### **Work Hours**

- Conduct tours an average of 1–3 days per week, including weekdays and weekends.
- Perform direct supervision duties 3–4 days per month, primarily Sundays, from June through December.

### **Required Qualifications**

- Post-high school education or equivalent experience (including internships) in history, education, customer service, or a related field.
- Strong customer service, communication, time management, and problem-solving skills.
- Experience working with diverse audiences and speaking to large groups.
- Ability to learn and present interpretive content and work collaboratively with limited supervision.
- Willingness to work a varied schedule and learn POS/ticketing systems and interpretive best practices.
- Physical ability to stand for extended periods, navigate stairs, and lift up to 20 pounds.

### **Desired Competencies**

- Leadership experience and comfort working with families, children, and large groups.
- Experience leading guided tours and supporting site operations.
- Knowledge of Mayowood and the Mayo family history.
- Willingness to participate in script development and program planning.

### **How to Apply**

Please email a cover letter, and resume to [Mayowood@olmstedhistory.com](mailto:Mayowood@olmstedhistory.com)