



POSITION DATA

JOB TITLE: Interpretive Guide
DEPARTMENT: Education
REPORTS TO: Director of Interpretive Programs
CLASSIFICATION: Part-time, Non-Exempt
DATE: December 2022
SALARY: \$25.30/hr

POSITION OVERVIEW

Through commemoration, exhibitions, and educational programs, the National September 11 Memorial & Museum remembers and honors the 2,983 people killed in the horrific attacks of September 11, 2001 and February 26, 1993. It further recognizes those who risked their lives to save others, the thousands who survived and all who demonstrated extraordinary compassion in the aftermath of the attacks.

Interpretive Programs is part of the Education Department within the Museum Programs Division. Interpretive Programs plays a key role in the educational mission by delivering engaging programs to the public, 9/11 stakeholders and special interest groups.

Interpretive Guides deliver artifact-based tours of the National September 11 Memorial & Museum, discussing their background and relevance to diverse audiences. Tours, which take place inside the Museum and on the outdoor Memorial Plaza, cover the history and design of the World Trade Center, precursors to the 9/11 attacks, the events of the day, the ongoing aftermath, and the rebuilding of the site. In addition to leading tours, Interpretive Guides assist with the daily operation including staffing the Guided Tours Desk, assisting with tour setup, wayfinding, and answering visitor inquiries. Prior knowledge of 9/11 content is not required. Training will be provided.

ESSENTIAL FUNCTIONS

- Create an exceptional Museum experience for all tour participants.
- Lead tours inside the Museum centered on key artifacts.
- Lead tours of the outdoor Memorial Plaza centered on the Memorial design and the newly rebuilt World Trade Center.
- Lead Virtual Tours of the Memorial and Museum spaces as needed.
- Ensure all content delivered to Memorial & Museum visitors is accurate.
- Provide attentive customer service by answering visitor questions and assisting with wayfinding.
- Support the daily tour operation by assisting with tour logistics, setup, and inventory.
- Attend team check-in meetings, departmental meetings, and professional enrichment programming.
- Track schedule of tour and logistics duties through routine usage of Microsoft Office applications including Microsoft Outlook and Microsoft Teams.
- Independently manage a timesheet and follow time-off request guidelines.

- Continually study the Museum's content, collection, and resources to build a thorough understanding of the history of the World Trade Center, the events of 9/11, and their ongoing aftermath.

REQUIRED SUPPORT FOR ORGANIZATIONAL EVENTS

- Participate in the Annual 5K Fundraiser and 9/11 Commemoration, as assigned.
- Assist with other special projects and events in support of 9/11 Memorial & Museum, as assigned.

QUALIFICATIONS/SKILLS REQUIREMENT

- Bachelor's Degree or equivalent combination of education, training, and experience.
- Previous experience in a front-facing customer service or education position preferred.
- Bilingual with fluency in Spanish highly preferred.
- Experience working with diverse, multigenerational audiences.
- Able to work weekends, early mornings, evenings, and some holidays.
- Able to work collaboratively and professionally with staff, volunteers, and the public.
- Self-starter, takes initiative, works well independently.
- Excellent written and oral communication skills.
- Open to accepting guidance, direction, and supervision.
- Must adhere to a policy of strict confidentiality in terms of information regarding 9/11 victims, bid documents, security and life safety incidents, and labor relations.

HOW TO APPLY

- Please submit a resume to 911mmeducationjobs@911memorial.org.
- Include job title in the email subject field.
- Please indicate the location where job posting was seen.

The National September 11 Memorial and Museum (9/11 Memorial & Museum) is an equal opportunity employer. Applicants who meet the qualification requirements of the role will receive consideration without regard to their race, color, religion, sex, sexual orientation, gender identity, national origin, disability, or status as a protected veteran.

The National September 11 Memorial & Museum (9/11 Memorial & Museum) is committed to an organizational culture that supports and reinforces our values regarding diversity, equity, inclusion, and accessibility (DEIA). We seek to build a collaborative, open, and equitable space where staff want to be, knowing that their contributions, professional expertise, and distinct voices are valued and respected. We encourage and celebrate an inclusive environment where candor and participation, when it comes to sharing ideas and collaborative problem-solving, are welcomed regardless of one's role at the Museum or background.

Reasonable accommodations may be made to qualified candidates, during the interview process, to enable individuals with disabilities an opportunity to interview.

Effective April 30, 2022, the National September 11 Memorial and Museum (9/11 Memorial & Museum) requires all eligible employees be fully vaccinated and boosted against COVID-19 as a condition of employment and provide proof of such vaccination prior to their joining the institution.