Visitor Engagement Internship

Available: Year-Round

This internship is designed to provide experience in the Visitor Engagement department at Heritage Museums & Gardens. The Visitor Engagement department encompasses interpreters, public programs, and educational programs.

Duties and Responsibilities of Visitor Engagement Interns:
• Assist the Manager of Public Programs in developing and implementing programming for multi-generational audiences. Interns will learn how to plan, organize, and implement various sized programs from small workshops to all day, all hands events. Interns will develop skills in holistic project planning, event operation and execution, and program evaluation.
• Assist the Manager of Interpretation in creating memorable guest experiences for museum visitors. Interns will learn how the front-end operations works at a mid-sized museum, such as how to uphold policies and procedures while facilitating a safe, positive, and engaging experience for museum visitors during regular visitation, special events programming, and private events. Interns will become familiar with providing customer services, educational opportunities, and hands-on engagement in the museums and on the grounds that helps visitors explore and learn together.

Qualifications:
• Interest in working with the public as a profession
• Enthusiasm for interacting with visitors of all ages
• Ability to make phone calls and email inquiries
• Ability to work as part of a collaborative team
• Willingness to engage with visitors
• Creativity and problem solving skills
• Multi-tasking and organizational skills

Training:
Interns will have orientation training on Heritage programs, policies, and philosophy upon arrival. Following orientation, interns will be offered the chance to shadow both the Manager of Interpretation and the Public Programs Manager to learn about their daily tasks and projects. Interns will use this opportunity to decide which tasks and projects interest them the most. Additionally, interns will have the opportunity to meet and interview other museum staff to learn more overall museum operations. They will be given guidance in assisting managers with daily tasks and will develop an individually designed a project related to their interests in visitor engagement work in a museum. Interns will develop professional museum skills and will have the opportunity to utilize their mentors to start building a career network. Interns will have the opportunity to join in any professional development training offered to full-time staff during their period of internship.

Duration and Hours:
Hours are flexible and range between 8-20 hours a week

Required Documentation:
Resume, cover letter, two references, interview with Managers of Interpretation and Public Programs, documentation required for college program, CORI report provided and processed by Heritage

To apply, email resume, cover letter, and two references to: hiring@heritagemuseums.org

Please reference the name of the internship in the subject line of your email.