

# 9/11 MEMORIAL & MUSEUM

## **POSITION DATA**

**JOB TITLE:** Interpretive Guide - Part Time  
**DEPARTMENT:** Education  
**REPORTS TO:** Manager of Interpretive Programs

## **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 located in the Education Department within the Museum Programs Division. Interpretive Programs plays a key role in the institution's educational mission by delivering engaging programs to the public, 9/11 stakeholders, and special interest groups.

Interpretive Guides delivers artifact-based tours of the 9/11 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, what happened on 9/11 and in its 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 set-up, wayfinding, and answering visitor inquiries.

## **ESSENTIAL FUNCTIONS**

- Leads tours inside the Museum centered on key artifacts.
- Leads tours of the outdoor Memorial Plaza centered on the Memorial design and the newly rebuilt World Trade Center.
- Leads Virtual Tours of the Memorial and Museum spaces, as needed.
- Ensures all content delivered to Memorial & Museum visitors is accurate.
- Be attentive and provides excellent customer service by answering visitor questions and assisting with wayfinding.
- Creates an exceptional Museum experience for all tour participants.
- Supports the daily tour operation by assisting with tour logistics, setup, and inventory.
- Attends team check-in meetings, departmental meetings, and professional enrichment programming.

- Tracks tour schedule and logistics duties through routine usage of Microsoft Office applications including Microsoft Outlook and Microsoft Teams.
- Independently manages a timesheet and follows time-off request guidelines.
- Continually studies 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.

### **VOLUNTEER REQUIREMENT**

- Participates in the Annual 5K Fundraiser and September 11<sup>th</sup> Commemoration, as assigned.
- Assists with other special projects and events in support of all 9/11 Memorial and Museum, as assigned.

### **QUALIFICATIONS/SKILLS REQUIREMENTS**

- Bachelor's Degree or equivalent combination of education, training, and experience.
- Previous experience in a front-facing customer service or education position 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.

### **ADDITIONAL INFORMATION**

- Training will be provided.
- Ability to work in all weather conditions when providing tours of the outdoor Memorial Plaza.
- Position consists of a hybrid work environment including on-site and remote work.
- Schedule requires some early mornings, weekends, evenings, and holidays.
- Competitive salary.

### **HOW TO APPLY**

- Include job title in the email subject field.
- Please indicate the location where job posting was seen.
- Please submit a resume to [911mmeducationjobs@911memorial.org](mailto:911mmeducationjobs@911memorial.org)
- Please visit our website at [www.911memorial.org](http://www.911memorial.org).

### **PHYSICAL DEMANDS & WORK ENVIRONMENT**

The physical demands and work environment described in this posting are representative of those that the employee will encounter and are expected to meet to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is required to see, be mobile, and have the ability for two-way communication with public and the staff.

The work environment is both indoor and outdoor. There are no protective devices necessary to be worn or utilized in the work environment. Minimal travel is required. Employee will be required to comply with organizational Health and Safety Plan. Minimal travel is required.