

Freedom Trail Foundation

Freedom Trail Experiences Associate

Job Responsibilities & Guidelines

The Experiences Associate of the Freedom Trail Foundation serves as key support position for other Foundation administrative staff members. The Experiences Associate may often be the first point of contact between the Foundation and the general public, and thereby serves in a critical role, representing the stature and distinction of the organization. The ideal candidate will be a highly organized individual who is capable of working independently on several tasks simultaneously. The Experiences Associate plays a key role in supporting the administrative functions of the management team.

Responsibilities:

Execute general office tasks, as needed, including, but not limited to:

- Answering telephone, providing excellent customer service
- Responding to e-mail inquiries
- Booking historic walking tours and maintaining booking databases
- Scheduling Freedom Trail Players (guides)
- Acting as Freedom Trail Player (guides) liaison
- Acting as group tour contact
- Assist with filing documents and database entry
- Assist with laundry
- Conduct deliveries of Freedom Trail items
- Conduct tours as secondary guide or in emergency situations, as needed
- Other duties, as assigned

Candidates Requirements:

2 years customer service and administrative experience; strong verbal and written communication skills; knowledge of Microsoft Office programs; ability to respond promptly and effectively to external and internal individuals; ability to balance changing priorities; excellent organizational and time management skills; multi-tasking aptitude; ability to learn and memorize facts to conduct high-quality, educational and fun, walking tours; fully-comfortable organizing and speaking to large groups of people and walking over 1 mile or more in every type of weather; and knowledge of American history a plus.

Hours:

Fridays – Mondays – 20 – 25 hours
Other occasional days, as needed

To apply, please send a cover letter along with a resume to:

Compensation:

Office work – \$20
Tour(s) – receive hourly office rate, plus tips

jobs@thefreedomtrail.org