



Internship Programs/Visitor Services Job Description

Direct Supervisors: Program and
Volunteer Coordinator and Deputy Director

A programs and visitor services intern will play a valuable role, and gain experience in both the programming and visitor service departments of Castle in the Clouds, a 501c3 nonprofit organization. This person will have the opportunity to be involved in the everyday visitor experience as well as the planning and execution of special events and programs. This person will also have the opportunity to work creatively to help with the preliminary planning of a new event to be unveiled during the 2020 season. This position will be a combination of indoor and outdoor tasks and will require moderate physical activity.

Essential Duties and Responsibilities include by are not limited to:

For the Programming Department

- Assisting with event preparations on the days leading up to a big event.
- Event set up and break down
- Staffing the event/Assisting visitors and participants during the event
- Researching ideas for and helping with the preliminary planning of a 1920's Day event to be unveiled during the 2020 season.
- Lead hikes as part of our Wellness Wednesday series during the summer months
- Other duties as assigned by the Programs and Volunteer Coordinator

For the Visitor Services Department:

- Help manage flow of guests and front of house operations in Carriage House (visitor center) Lobby
 - Greet and orient guests upon arrival to Carriage House and act as Visitor Services lead
 - Assist with on-site promotion and communication of our day-of operations or special events and programs
 - Provide excellent customer service
- Operate Aloha POS system to support ticketing, membership sales, and gift shop operations
- Provide operational support and customer support at gift shop and front gate, as needed
- Occasionally support visitor research efforts
 - Conduct surveys, visitor observation, and collect other types of visitor experience feedback
- Additional duties as assigned by Direct Supervisor or Manager on Duty

Qualifications:

Education/Experience

- Customer service or public relations experience
- An interest in learning about the operations of a non-profit organization
- An interest in educational programming
- An interest in working closely with the public and providing visitors with the best possible experience.

Skills/Abilities

- Good communication skills, both oral and written
- Good customer service skills
- Ability to listen and follow instructions
- Ability to solve problems quickly

Other Qualifications:

- Must be able to sit or stand for extended periods of time
- Must be able to work outdoors
- Have a general knowledge of information regarding the estate, events and schedules

Because of the diverse nature of our programs schedule, and because of the amount of activity and visitation the Castle sees each season (nearly 40000 visitors in 2018) we ask that Interns be flexible with their work schedules and assigned duties, that they have excellent communication and visitor services skills, and also that they demonstrate strong decision-making skills in a very busy and fast-paced work environment.

About Castle in the Clouds, Historic Lucknow....

Castle in the Clouds, originally known as “Lucknow,” is the 1914 mountaintop country estate of Thomas Plant, who made his fortune in the shoe industry, and settled here in retirement with his wife Olive. The Estate includes a 1914 Arts & Crafts style 16-room mansion retaining many of its original furnishings and is made accessible to the public through tours. The Estate also features the original stables, two gate houses; the original scenic estate drive including views of waterfalls, the surrounding mountains, and Lake Winnepesaukee; and opportunities for hiking and horseback riding in the surrounding conservation land managed by the Lakes Region Conservation Trust.

The mission of the Castle Preservation Society, a nonprofit 501c3 organization, is to preserve and interpret the buildings and landscape of the Castle in the Clouds, welcoming the public to appreciate its history and beauty and developing programs that will make the Castle in the Clouds an important cultural resource.

Castle in the Clouds Benefits:

- 30% discount at Carriage House Restaurant and Castle in the Clouds Gift Shop
- Free admission to Castle in the Clouds for regular volunteers; four free admission passes each season for family and friends.
- Invitations to team social gatherings at Castle in the Clouds and team field trips to other sites.
- Academic credit programs will be accommodated, whenever possible.

For consideration, please send a cover letter (detailing scholarly and career interests), resume or CV, and a letter of reference from an academic or professional supervisor to Stephanie Poole, Programs and Volunteer Coordinator

Email: programs@castleinthecLOUDS.org

Mail: P.O. Box 687, Moultonborough, NH 03254