

## TEN CHIMNEYS FOUNDATION 2010 JOB POSTING TOUR ASSISTANT



### ORGANIZATION SUMMARY

Ten Chimneys, the estate lovingly created by theatre legends Alfred Lunt and Lynn Fontanne, is open to the public (May through mid-November) as a world-class house museum and a national resource for theatre and the arts. Ten Chimneys is a landmark unique among our national treasures. The estate's diverse collections are comprised of the original pieces hand-picked by the Lunts in the 1920s, '30s, and '40s. Ten Chimneys is a National Historic Landmark, a "Save America's Treasures" project site, and is listed in the National Register of Historic Places. Ten Chimneys is located in Genesee Depot, Wisconsin (thirty miles west of Milwaukee; ninety miles northwest of Chicago).

"... a sort of dream, a vision"

KATHARINE HEPBURN on Ten Chimneys

Ten Chimneys is owned and operated by the nonprofit 501(c)3 organization Ten Chimneys Foundation, Inc. Estate tours, arts programs, and restoration and preservation of the estate are directed by the Foundation, which was established in 1996 by Dr. Joseph W. Garton (1946-2003). Ten Chimneys Foundation is governed by a 21-member Board of Trustees and is managed by a year-round staff of ten professionals. In addition to our respected Board of Trustees, we have a growing corps of over 250 active volunteers who help with everything from managing the fragile collections to being the public face of Ten Chimneys Foundation.

Following completion of an ambitious \$12.5 million capital campaign to save and preserve the estate, Ten Chimneys opened to the public on May 26<sup>th</sup>, 2003. Since this grand opening, Ten Chimneys and the Foundation have been covered in well over 300 print and broadcast features, including *The New York Times*, *CBS News Sunday Morning*, *The Wall Street Journal*, National Public Radio, *USA Today*, and the *Chicago Tribune*.

"Restored to its original ornate glory"

THE NEW YORK TIMES on Ten Chimneys

The mission of the Foundation is to preserve and share the buildings, furnishings, collections, and grounds of a national treasure - Ten Chimneys; to serve as a continuing resource and powerful inspiration for theatre, the arts, and the art of living; and to offer public programs consistent with the Lunts' varied interests and core values while maintaining the integrity and intimacy of this extraordinary estate. Our vision for the future of Ten Chimneys is to be nationally recognized as the most memorable and inspirational historic house tour in the country; "the place" for aspiring and practicing theatre professionals to gather; a source of inspiration for the art of living; and an accessible and active member of the local and arts communities.

The Foundation has operated with a balanced budget every year since its inception. (The 2010 operating budget is \$2.9 million.) The success of every element of Ten Chimneys Foundation's mission depends on the success of revenue-generating operations and contributed income. Based on the important implications Ten Chimneys has for preserving cultural heritage and nurturing the arts, the Foundation is pleased to post this exciting opportunity.

**TEN CHIMNEYS FOUNDATION  
2010 JOB POSTING  
TOUR ASSISTANT**

**POSITION SUMMARY**

The Tour Assistant is a seasonal, part-time position that assists in tour operations. Because of the highly public nature of this position, a warm, gracious personality and positive attitude are essential. The Tour Assistant expertly manages the flow of the tour schedule, including checking-in docents and shadows, keeping in contact with the front desk regarding guest issues, communicating with the shuttle drivers, and gathering together guests for their tours at the appropriate time. This position covers the hours of tour operation, beginning one hour prior to the start of the first tour of the day, and ending after the final tour of the day has been called, generally 9:00 am-3:00 pm. This position runs from May through mid-November, Tuesdays through Saturdays.

**REPORTING RELATIONSHIPS**

Because the Tour Assistant will be working so closely with our Volunteers and our guests, this position reports directly to the Volunteer Manager, with secondary direction from the Director of Program and Guest Services Manager.

**CANDIDATE PROFILE**

The ideal candidate for the TOUR ASSISTANT position is a high-energy-low-ego, fun, and intelligent professional who comfortably exudes a gracious personality and professional manner. This candidate will connect with the values modeled by the estate's creators that guide Ten Chimneys Foundation. These include the following:

- *Passion and the pursuit of excellence;*
- *Whimsy, humor, and fun;*
- *Attention to detail and dedication to craft;*
- *Creativity, vision, and focus;*
- *Integrity and courage;*
- *Graciousness and civility;*
- *Lasting relationships and loyalty;*
- *Mentoring and nurturing;*
- *Reflection and retreat;*
- *Social consciousness; and*
- *An integrated, balanced life.*

The successful candidate will bring a proven skill set that includes the following qualities:

- Excellent verbal and nonverbal communication skills
- A gracious, professional manner and a warm personality
- An understanding of the importance of confidentiality and the ability to respect personal boundaries
- The ability to think and react appropriately in the moment
- Beginner-moderate computer skills (familiarity with windows operating environment, willingness and ability to learn scheduling software, etc.)
- The willingness and ability to work effectively with a wide variety of guests and volunteers
- Excellent organizational skills

The successful candidate will also:

- Have an enthusiasm for Ten Chimneys Foundation's mission and an interest in theatre, arts, arts education, and/or history.
- Learn quickly and function at peak in a fast-paced, high-expectation environment.
- Excel in a collaborative environment. This candidate is able to actively listen and clearly communicate own ideas and, yet, is able to recognize the good ideas of others and let go of personal attachment to own ideas in order to achieve the best results.
- Have an engaging manner and embrace the responsibilities of being a representative of Ten Chimneys Foundation, and act in a manner consistent with the standards of graciousness and excellence.

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**DESIRED QUALIFICATIONS**

- Bachelor's degree preferred; self-motivation required.
- Excellent organizational skills are essential, as are diplomacy and discretion.
- Specific experience with guest services and volunteers is a plus.
- Non-profit experience is a plus.
- Computer literacy is essential. The successful candidate will be able to quickly utilize scheduling software for strategic management of our volunteers and tours. Experience with VISTA ticketing systems is a plus, but not required.

**SALARY**

The position of TOUR ASSISTANT at Ten Chimneys Foundation is a seasonal, part-time position running from May through mid-November. In addition to the intangible, incomparable benefits of being a staff member at this values-driven National Historic Landmark, the Foundation offers an hourly salary of \$8.50.

**APPLICATION PROCESS**

If you are interested in this opportunity, please visit [WWW.TENCHIMNEYS.ORG](http://WWW.TENCHIMNEYS.ORG) to download a full job description and employment application. Please submit application along with a résumé and cover letter to:

HUMAN RESOURCES  
TEN CHIMNEYS FOUNDATION  
US MAIL: PO BOX 225, GENESEE DEPOT, WI 53127  
ELECTRONIC MAIL: [HR@TENCHIMNEYS.ORG](mailto:HR@TENCHIMNEYS.ORG) (PREFERRED)  
FACSIMILE: (262) 968-4267

- No calls, please.
- You may send your information (cover letter and resume) by email to [hr@tenchimneys.org](mailto:hr@tenchimneys.org), however, a hand-signed copy of the employment application must be on file before an interview would be requested. (Scanned or faxed versions are acceptable.)
- All submissions are confidential.
- Upon review of returned application materials, top candidates will be asked to join us for an estate tour and an on-site interview(s).