

**Program Assistant for Visitor Experience and Community Engagement
At Salem Maritime National Historical Park and Saugus Iron Works National Historic Site**

Job Description

Career Level: Entry to Mid Level (FT for 6 months, hourly compensation)

Reports to: NPS Program Manager of Visitor Experience and Community Engagement at Salem Maritime National Historical Park and Saugus Iron Works National Historic Site

Works and collaborates with: Other NPS staff and Essex Heritage staff, and park partners

Date Updated: March 2026

Basic Scope and Function: The Program Assistant supports many aspects of the National Park Service's public facing initiatives including public programs, tours, events, and more. The hours for this position are expected to average 40 hours per week. The position generally requires in-person time on Tuesday - Saturday. Some night and Sunday work will occasionally be required.

Job duties include but are not limited to:

- Assist with implementation of the public programs planned for America's 250th /Salem 400 including the Salem Heritage Days Parade and Festival
- Assist with visitor services at the national parks including interacting with the visiting public answering questions, giving directions, providing information and more
- Work collaboratively with the NPS non-profit partner organization - Essex Heritage – on programs such as the America's 250th Lecture Series and the Teachers curriculum development project
- Help to develop and execute new visitor programming at the park which may include guided walking tours and educational programs.
- Assist with other programs and projects as needed.

Knowledge, Skills and Abilities (KSAs) Required:

- Well organized, motivated, self-managing professional
- Comfortable interacting with the general public
- Positive, helpful and reliable demeanor
- Excellent verbal communication and presentation skills with clear communication
- Excellent written communication skills
- Ability to create and maintain positive personal interaction and relationships
- Ability to work in a team and carry out collaborative projects
- Willingness to learn and take initiative

Education and Experience Preferred:

- Four year degree at an accredited university
- Experience working with the general public in visitor services, public history, or related field

- Experience working in the public sector or with a non-profit organization

Supervisory/Managerial Experience and Responsibility:

No supervisory experience required. No direct supervisory duties in this role.

Work Environment (ADA Analysis):

Work is primarily performed at the two national parks in Salem and Saugus and includes indoors and outdoors time as required. Indoors, the work is the operation of personal computer equipment and meetings with staff and partners. Outdoors, the work is subject to outside environmental conditions. Worker may be exposed to moderate noise levels and vibrations from high-speed printers and other peripherals indoors and may potentially be exposed to hazards or atmospheric conditions outdoors.

Category of Light Work- Exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force frequently, and/or a negligible amount of force constantly to move objects.

Visual acuity requirements for Close visual acuity.

Physical Requirements may include:

- Stooping
- Kneeling
- Crouching
- Crawling
- Reaching
- Walking/Moving
- Pushing
- Pulling
- Lifting
- Small motor coordination
- Grasping
- Talking/Communicating
- Hearing
- Repetitive motion
- Standing