



VOLUNTEER JOB DESCRIPTION

Revised 12/2019

Title: Docent

Reports to: Floor Manager/Volunteer Coordinator

Purpose: Docents create an engaging atmosphere for Museum visitors, answer visitor questions and provide information related to current exhibits, lead tours of the exhibit galleries, promote events and Museum Membership, and provide customer service at all levels of the visitor experience.

Responsibilities:

- Welcomes visitors to the Museum and assist visitors in understanding the layout of the Museum
- Monitors the exhibit floor area
- Be knowledgeable about the Museum's exhibits and able to express key points to visitors
- Answers customer questions to the best of her/his ability
- Leads Guided Tours of the Museum and offers supplemental narratives to enhance Museum exhibits
- Promotes Museum Membership, events, Science is Everywhere Camps, and the Museum Store
- Thanks visitors for coming to the Museum and encourages customer feedback
- Be knowledgeable about Museum's Collection & Donation policies
- May assist with educational programming and special projects as assigned

Qualifications:

- Enjoyment of lifelong learning, and a desire to teach others
- Interest in serving the general public
- Ability to be courteous, respectful, and patient with visitors
- Ability to communicate effectively with people of all backgrounds and ages
- Cooperative nature - the ability to work as part of a team and to accept instruction
- Sincere interest and/or a background in science
- Dependable and punctual
- Ability to monitor the exhibit floor, galleries, and Heritage Park

Training Provided:

- Volunteer orientation and training sessions
- Self-study materials
- One on one volunteer service reflection meeting with volunteer coordinator per year, held in January

Time Commitment:

- One 4-hour shift weekly for one year, plus opportunities to assist with special programming or projects.
- Four to Five 90-minute sessions of Docent Training per year
- Four Volunteer Meetings per year (90-minutes per session)
- Opportunities to attend supplemental content briefings (typically one session per month)
- Opportunities to attend Volunteer Round Table discussion sessions (one session every 3- 4 months)

Benefits:

In addition to the numerous intangible benefits of volunteering at the Museum, you receive:

- Free Admission for the volunteer + 2 guest passes per volunteer per year.
- Invitations to the Museum's Special Events.
- An invitation for the volunteer and a guest to the Volunteer Appreciation Picnic, usually held in June.
- For those volunteers who complete 100 or more hours of volunteer service annually, an invitation for the volunteer and a guest to the Annual Holiday Volunteer Party, usually held in early December.

Volunteer Printed Name: _____

Volunteer Signature: _____

Date: _____