MUSEUM CENTER VOLUNTEER
Docents/Special Events

POSITION SUMMARY

Dickinson Museum Center Volunteer Docents assist with school and other tour groups; Docents may also assist in the Gift Shop or with Museum Center special events including public programming, open houses, fund-raisers, etc. Docents are trained by and work under museum staff appropriate to the task, program or event.

RESPONSIBILITIES

Essential Duties

- Follow all safety, health, and environment rules
- Work as part of a team or individually on tasks as assigned
- Perform tasks as directed by museum staff
- Follow project priority as set by museum staff
- Be courteous and respectful to all Museum Center visitors, volunteers, and staff members

RELATIONSHIPS

Relation to Others

- Position requires regular contact with the public and employees; must be able to communicate effectively.
- Communications may be one-on-one and in small groups
- May assist with orientating new volunteers to the Museum Center

SKILLS

Docents will be trained by staff and assigned tasks and projects commensurate with exhibited skills at the discretion of staff.

- Docents should be able to communicate effectively with individuals or small groups
- Clear speech habits, eye contact and attention to detail will help provide an enjoyable experience for the patrons
- Use of a tour script is essential until such time as docents become familiar with tour information and are comfortable speaking off-the-cuff.
- Listening to patrons is essential – answer questions if you can; if you cannot, offer to find an answer for them or direct them to museum staff for further assistance.

WORKING CONDITIONS

- Work is performed within a routine office-type environment with minimum exposure to hazardous or unpleasant conditions. When appropriate the Museum Center will provide, personal protective equipment (PPE) and training.
- This volunteer position typically requires: standing, walking, climbing, talking, hearing, and seeing. Medium work: Exerting up to 50 pounds of force occasionally in special event settings or exerting up to 20 pounds of force frequently in the Gift Shop setting.