TITLE OF POSITION: Docent

SUPERVISED BY: Cynthia Engle, Curator of Washington Place

OBJECTIVE:

To provide a welcome, hospitable environment and rewarding learning experience to Washington Place visitors.

JOB DESCRIPTION:

Docents conduct guided tours of Washington Place for groups of children and adults. Utilizing the techniques of dialogue and inquiry, interpretation and storytelling, the docent encourages the visitor of all ages to explore the history of Washington Place and its residents.

QUALIFICATIONS:

* Sincere, genuine interest in and excitement for learning and sharing with guests of all ages.
* Attention to detail and accuracy with excellent verbal and public speaking skills.
* Ability to multi-task and with minimal supervision and positive attributes.
* Flexibility as tours and events can change quickly.
* Pass the background screening and interview process.

DUTIES MAY INCLUDE BUT ARE NOT LIMITED TO:

* Conduct interpretive tours of Washington Place, to provide visitors with a deeper understanding and appreciation of Hawaii’s history.
  + Conducting museum tours of approximately 1-1 1/2 hours in length. Be comfortable speaking to small and large groups of people of all ages.
  + May be called upon to conduct occasional tours of museum and facilities (behind the scenes) for VIP’s, special visiting groups, etc.
  + Be responsible to find a replacement docent if you cannot give a tour that has been assigned to you. A list of current docents and phone numbers is given to all docents. Tour schedules are completed, and docents are assigned tours, approximately four weeks in advance. Schedules are then emailed to docents. Docents are required to confirm that they can give the tour(s) they have been assigned. Please read Chapter 1 in *A Docent’s Guide To Washington Place*.
* Conduct “station style” tours for events hosted by Washington Place, the Governor and Governor’s Family, Washington Place Foundation, and third parties. This means you will be assigned to a certain location in Washington Place and it is your responsibility to share information on that particular location to guests.
  + The Curator will assign roles and responsibilities for each event that the Docent volunteers to help.
  + The Curator will provide as much information on the event to all Docents; however it is at the discretion of the Director, and the event coordinator(s) to provide what type of information is needed in order to successfully conduct the tours.
  + It is primarily the responsibility of the Docents, Hosts/Hostesses, and Curator to assist with conducting tours and answering questions pertaining to the inside of Washington Place and its historical collection. Any questions pertaining to the event itself should be directed to the Curator and/or Director.
* Deal skillfully with a diversity of visitors under a variety of circumstances.
* Assist in the preservation, safety, and security of the collection.
  + Correctly perform emergency procedures as outlined in Chapter 1 in *A Docent’s Guide To Washington Place*.
  + Provide safety and security monitoring of collection, facilities, and grounds.
* Follow and achieve department goals, with adherence to all Washington Place policies and procedures.
* Perform other duties as assigned.

PHYSICAL JOB REQUIREMENTS:

Talking, moving, and standing for long periods of time, bending, stooping, reaching, twisting, pushing, pulling, and moving items.

EQUAL OPPORTUNITY:

Washington Place does not discriminate in employment or practices on the basis of race, color, religion, sex, national origin, age, disability or any other characteristics protected by law.