

Docent – Interpretive Center

Department: Education & Interpretive Services

Reports To: Director – Interpretive Center

Employment Type: [Full-Time / Part-Time / Seasonal]

Position Summary

The Docent serves as a front-line representative of the Interpretive Center and is responsible for providing visitors with welcoming, informative, accurate, and engaging educational experiences. Working under the direction of the Director of the Interpretive Center and the Education Department, the Docent conducts tours, assists with educational programs, interprets exhibits and historical resources, and helps visitors better understand the history, significance, and stories presented by the Interpretive Center.

The Docent interacts regularly with school groups, families, tourists, community organizations, and other visitors and is expected to present historical information in a professional, respectful, and engaging manner consistent with the mission, policies, and interpretive guidelines of the State Authority.

Essential Duties and Responsibilities

Visitor Services and Interpretation

- Welcome visitors to the Interpretive Center and provide courteous, professional, and helpful assistance.
- Conduct guided tours of the Interpretive Center and other designated areas as assigned.
- Interpret exhibits, historical resources, artifacts, photographs, documents, and other materials for visitors.
- Present historical information in an accurate, engaging, and understandable manner appropriate for different audiences.
- Answer visitor questions and provide additional information about exhibits, programs, facilities, and other resources.
- Assist visitors in navigating the Interpretive Center and understanding available exhibits and educational opportunities.
- Promote a positive visitor experience through professional, friendly, and knowledgeable interaction.

Educational Programming

- Assist with the presentation and delivery of educational programs for school groups, families, community organizations, and the general public.
- Conduct educational presentations, demonstrations, activities, and programs as assigned.
- Adapt presentations to the age, interests, and educational needs of different audiences.
- Assist teachers, chaperones, and group leaders during scheduled educational visits.
- Support special programs, lectures, workshops, commemorations, and other educational activities.
- Work cooperatively with Education Department staff in the development and implementation of educational programs.

Historical Knowledge and Training

- Develop and maintain a working knowledge of the history, exhibits, themes, and interpretive materials presented by the Interpretive Center.
- Participate in training programs, briefings, workshops, and continuing education activities as required.
- Follow approved interpretive materials, historical research, scripts, guidelines, and educational standards established by the Director and the Authority.
- Maintain familiarity with changes to exhibits, programming, historical research, and operational procedures.
- Refer questions requiring specialized historical knowledge or additional research to appropriate staff.

Interpretive Center Operations

- Assist with the opening, closing, and general daily operation of the Interpretive Center as assigned.
- Monitor exhibit areas and public spaces and promptly report maintenance, safety, security, or operational concerns.
- Assist with maintaining orderly, clean, and presentable exhibit and educational areas.

- Help protect exhibits, artifacts, historical materials, and Interpretive Center property by following established procedures.
- Assist with visitor flow during periods of high attendance, special events, school visits, and group tours.
- Follow established emergency, safety, security, and visitor-service procedures.

Public and Community Engagement

- Represent the Interpretive Center and the State Authority in a professional and courteous manner.
- Assist with special events, community programs, outreach activities, and public presentations as assigned.
- Provide visitors with information about upcoming programs, educational opportunities, and other Authority activities.
- Help create an inclusive and respectful environment for visitors with different backgrounds, perspectives, ages, and levels of historical knowledge.
- Maintain appropriate professional conduct when discussing historical subjects that may be complex, sensitive, or controversial.

Administrative and Staff Responsibilities

- Maintain appropriate records related to tours, programs, attendance, visitor questions, or other activities as assigned.
- Attend staff meetings and training sessions as required.
- Work cooperatively with other docents, education staff, Interpretive Center employees, volunteers, and Authority personnel.
- Follow work schedules and promptly communicate scheduling or operational concerns to the appropriate supervisor.
- Perform additional duties and responsibilities as assigned by the Director of the Interpretive Center or other authorized personnel.

Minimum Qualifications

- High school diploma or equivalent required.
- Demonstrated interest in history, education, museums, public history, historic sites, or visitor services.
- Ability to learn and accurately communicate historical information.
- Strong verbal communication and interpersonal skills.
- Ability to speak comfortably and effectively before groups of varying sizes.
- Ability to interact professionally and courteously with children, adults, educators, tourists, community members, and other visitors.
- Ability to follow established interpretive guidelines, policies, procedures, and instructions.
- Ability to work effectively both independently and as part of a team.
- Ability to maintain professionalism when discussing complex or sensitive historical subjects.
- Availability to work a flexible schedule that may include weekends, holidays, evenings, and special events.

Preferred Qualifications

- College coursework or a degree in History, Education, Public History, Museum Studies, Historic Preservation, Communications, or a related field.
- Previous experience as a docent, tour guide, educator, teacher, museum employee, historic-site interpreter, or visitor-services representative.
- Experience working with school groups, children, tourists, or the general public.
- Knowledge of local, state, regional, or United States history applicable to the Interpretive Center.
- Experience providing public presentations or conducting guided tours.

Knowledge, Skills, and Abilities

- Strong interest in history and public education.
- Ability to communicate historical information clearly and accurately.
- Strong public-speaking and presentation skills.
- Friendly and professional interpersonal skills.
- Ability to adjust presentations for different ages, group sizes, and levels of knowledge.
- Ability to learn and retain detailed historical and interpretive information.

- Good judgment and the ability to respond appropriately to visitor questions and concerns.
- Ability to follow established procedures and work effectively under the supervision of Interpretive Center leadership.
- Dependability, punctuality, and a strong commitment to visitor service.
- Ability to remain professional, respectful, and composed in a public-facing environment.

Physical and Working Conditions

The position requires regular interaction with the public and may involve extended periods of standing, walking, speaking, and conducting tours. The Docent may occasionally be required to work outdoors or move between different areas of the Interpretive Center or surrounding facilities. Reasonable accommodations may be made in accordance with applicable law.

The position may require work on weekends, holidays, evenings, and during special events based on the operational and programming needs of the Interpretive Center.

Other Duties

This job description is intended to describe the general nature and level of work performed by the Docent. It is not intended to be an exhaustive list of all responsibilities, duties, or qualifications. The State Authority may assign additional responsibilities as necessary to meet organizational, educational, and operational needs.