



Position: Guest Experience Docent

Department: Guest Relations Department

Location: Lakeshore Museum Center

Start/End Date: January 2020

This is an Unpaid Docent Position

About the Lakeshore Museum Center:

The Museum proudly boasts three hands on exhibits, plus three permanent exhibits and a temporary gallery.

Duties: This position engages visitors by working as a Docent in Museum's exhibits. The Guest Experience Docent provides visitors with information by answering guest questions and directions. The GE will also be asked to receive feedback from guests on their experience by taking surveys at special events and programs. The GE Docent also assists in the security of the Museum by keeping a watchful eye on the exhibits and by having knowledge of the Museum safety procedures and policies.

Work Schedule: GE Docents are scheduled during the Museum's open hours between 9:30am-4:30pm and during special events and programs. Hours are flexible, but generally fall in a 2-4 hour block of time. Additional trainings and orientation may apply.

Responsibilities:

1. Puts visitors first by treating them as respected guests and serving their needs.
2. Surveys guests on their experience by using provided resources.
3. Become familiar with the galleries and exhibits at the Lakeshore Museum Center.
4. Monitor the safety of the sites and their visitors.
5. Communicate effectively with guest relations and front office staff to alert of a possible security issue. Report any incident to the Safety Manager.

Requirements:

1. Must have strong public speaking skills, a "visitor first" attitude, flexibility and be enthusiastic.
2. Must enjoy interacting with the public.
3. Must be able to walk up and down stairs and be able to stand for long periods of time.
4. Must successfully complete an application, interview and pass a criminal background check.

Supervision: The Guest Experience Docent will be supervised by the Volunteer Manager with assistance from the Guest Relations Department and the Vice President.

To Apply: Please submit application to the Volunteer Manager: Gwen Adams at gwen@lakeshoremuseum.org or via mail to Lakeshore Museum Center, Attn: Volunteer Manager, 430 W. Clay Ave, Muskegon, MI 49440.