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**Position:** Guest Experience Docent

**Department:** Guest Relations Department

**Location:** Lakeshore Museum Center

**Start/End Date:** N/A

***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 the Lakeshore Museum’s exhibits. The Guest Experience Docent provides visitors with information by answering guest questions and giving 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 may also assist with ticket sales or other duties during larger Museum programs or events.

**Work Schedule:** GE Docents are scheduled during the Museum’s open hours between 11:00am and 4:00pm 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.
6. Assist with programs and events as needed.

**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.
5. Must be able to follow the LMC’s COVID-19 Pandemic Protocol and Procedures including mask wearing, health screening, and other measures to keep staff, volunteers, and guests safe.

**Supervision:** The Guest Experience Docent will be supervised by the Guest Relations Manager and Visitor Experience Director. The Volunteer Coordinator oversees the Volunteer program.

**To Apply:**  Please submit application to the Volunteer Coordinator: Marci Dalm at marci@lakeshoremuseum.org or via mail to Lakeshore Museum Center, Attn: Volunteer Coordinator, 430 W. Clay Ave, Muskegon, MI 49440.