



Hampton Roads Naval Museum Volunteer Position Description

Title: Museum Docent

Schedule: Minimum of two 3.5 hour shifts per month requested

Supervisor: Volunteer Coordinator

Objective

Museum docents interpret the museum's permanent and temporary exhibits to the general public and organized tour groups. Guides increase accessibility of U.S. Navy history through sharing information, making connections, and answering questions in a friendly and engaging manner. This promotes public awareness, appreciation, and preservation of U.S. Naval History.

Responsibilities

- Learn the content of the museum's exhibits and gallery programs through training and ongoing professional development.
- Develop an educational and interactive guided tour suitable for diverse audiences based on the tour guide manual and observations of veteran docents.
- Maintain knowledge of publications, programs, events, staff, facilities, and daily schedules at HRNM as well as Nauticus and the Battleship Wisconsin to share with visitors as appropriate.
- Ensure the safety and security of guests and exhibits by modeling & informing visitors of best practices and informing staff of accidents or concerns.
- Provide visitors with excellent customer service and ensure a positive educational experience.
- Participate in occasional workshops, lectures, and field trips offered by the museum as well as independent reading and study to improve knowledge and interpretation.
- Act as a mentor for new docents as requested by the volunteer coordinator.
- Serve as a museum ambassador in the community by promoting public interest in museum events and programs.
- Abide by all museum policies and procedures.
- Record hours of duty after each volunteer assignment.

Requirements

Guides must be able to

- Speak clearly and comfortably with diverse individuals in large and small groups.
- Walk and stand for extended periods.
- Develop rapport with visitors and engage them through conversation, inquiry, personal connections, storytelling, etc.
- Gauge and adapt to visitors' interests and needs (e.g. by adjusting tour length, content, style, or level to accommodate background, interest, developmental level).
- Maintain a clean and professional appearance.

Scheduling

Docents are generally scheduled for morning and afternoon shifts (10a-1:30p & 1:30-5:00p) and by request for special events. The museum is open daily from 10a-5p Monday through Saturday and 12-5p on Sunday. From Labor Day through Memorial Day, the museum is closed on Mondays. Docents often work a recurring schedule, such as the same day and shift each week, but schedules are flexible.

Benefits

Benefits include an HRNM name tag, parking validation, ongoing training, and reciprocal admission at many area museums. Hours verification and/or recommendations are available by request.

Application Procedure

Request an application from Ms. Darcy Sink, Volunteer Coordinator, at darcy.sink@navy.mil or 757-322-2992. *HRNM is in compliance with EEOC.*