

Job Description

Date Opened:	
Date Updated:	January 31, 2019
Title:	Docent
Reporting to:	Docent Manager and Education Director
Full/Part time	Part time
Exempt/Non-Exempt	Non-Exempt

Description

Working closely with patrons to enrich their experience at Discovery Park of America by assisting them with learning about artifacts, galleries, and the message of Discovery Park of America through interaction, interpretation and teaching. Being creative, diplomatic, positive, upbeat and willing to learn are all components of the person we are looking for in this job.

Duties and Responsibilities

- Maintain an appearance and manner suitable for a professional environment
- At all times, ensure the safety and comfort of all staff, guests, animals, and museum property
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- Must show attentiveness to patrons as his/her primary focus
- Must have a strong customer service mentality
- Must work weekends, evenings and special museum events as needed
- Greet visitors and provide information to them about the museum, exhibits, etc.
- Have the ability to interpret and apply the information learned
- May be required to be on camera
- Engage audiences with conversation, Minute Lessons and Pop-up Programs
- Lead park tours, as needed
- Work closely with educational and curatorial staff
- Complete all trainings as needed for safety, featured exhibits, etc.
- All other duties as assigned

Qualifications

- High school diploma, but college degree preferred
- Must be reliable, flexible and punctual
- Ability to work independently
- Ability and desire to work in a team environment
- Excellent communication and interpersonal skills
- Manage multiple tasks simultaneously
- Have basic computer skills
- Have clean driving record
- Must be physically able to lift and carry objects of and up to 50 lbs., climb stairs and ladders, stoop, bend and perform other physical duties



Discovery Park of America Human Resources

- Must be adaptable and able to work in a variety of temperatures, indoor and outdoor, and in a variety of weather conditions
- Must be able to stand for long periods of time
- Must love people and children

Key Skill Areas

- Creative thinking
- Diplomacy
- Keen sense of humor
- Good communication
- Discretion
- Patience
- Affability

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

Additionally, the successful candidate will demonstrate a positive attitude, a willingness to learn, a proven commitment to DPA and a strong desire to succeed.