



Position Description

- Title:** Mansion Docent
- Employment Status:** Volunteer
- Time Commitment:** A minimum of two, regularly scheduled four-hour shifts per month equating to approximately 100 service hours annually.
- Typical shifts: 11 am – 3 pm Tuesdays, Wednesdays, Thursdays, Fridays, Saturdays or Sundays.
- Primary Functions:** *Mansion Docents serve several important roles:*
- Conducts mansion tours
 - Serves on-station in the mansion, dacha and/or Adirondack building
 - Assists with public programming and special events
 - Assures a positive, enjoyable visitor experience
- Key Job Elements:** *Tours:*
- Mansion Docents conduct regularly scheduled mansion tours throughout the year. They also conduct specially scheduled VIP, focus, special access, and/or group tours in the mansion.
- On-Station Service in the Mansion:*
- Provides directions to visitors
 - Answers specific questions about the mansion and objects in the collection
 - Explains audio tour use
 - Facilitates the collection of tickets and movement of visitors for the docent-led tours.
 - Visitor Services Volunteers (VSVs) may also greet and orient visitors and answer questions while serving on-station in dacha/Adirondack building.
- Public Programming and Special Events Service:*
- Mansion Docents assist with special evening and weekend events, serving in various locations throughout the estate: in the visitor center, mansion, and in the auxiliary buildings, performing specific visitor service duties and assisting with public programming.
- Scheduling:*
- Submits monthly availability via Volgistics, the online scheduling software.
 - Attends regular volunteer continuing education sessions and any scheduled mandatory volunteer training sessions.



- Participates in periodic reviews.
- Honors the time commitment requested of docents

Organizational Relationships:

- Reports to the Volunteer Supervisor
- Collaborates with Visitor Services and Interpretation staff
- Interacts with staff, fellow volunteers and visitors of all ages

Knowledge:

- Interested in the decorative arts, the museum's collection and founder.
- Interested in teaching and/or curriculum delivery.
- Experience in customer service.
- Fluency in foreign languages is greatly appreciated.

Skills/Abilities:

- A warm, empathetic, and enthusiastic communicator
- A friendly and engaging teaching presence
- Flexibility, patience, and a positive outlook
- Commitment to, enthusiasm for, and comfort with conversing with a diverse range of people
- Detail oriented
- Able to meet the yearly time commitment
- Timely and responsive in correspondence via email and phone
- Basic comfort level with and regular use of email and computers
- Demonstrates a commitment to the spirit of Hillwood's mission, vision, and interpretive messages, and keeps them at the forefront of all endeavors.

Membership

In addition to our strong volunteer cohort, Hillwood also has a vital membership program, which supports our efforts to share the legacy of Marjorie Merriweather Post. For volunteers beginning after September 1, 2018, maintaining an active Hillwood membership at any level is required to serve as an active volunteer. This step further deepens our volunteers' engagement with Hillwood and allows volunteers to strengthen their roles as Hillwood ambassadors. Volunteers can join or renew their membership by calling 202.686.5807 or visiting the membership page of Hillwood's website at <https://www.hillwoodmuseum.org/membership>.

Work Environment:

The work environment characteristics described here are representative of those a docent encounters while performing the essential functions of the volunteer role. While volunteering a docent is regularly required to communicate professionally in person, over the telephone, through email and other electronic means, stand for extended periods of time, ascend/descend stairs, move about their volunteer area, between buildings, and the campus grounds, and visually or otherwise identify, observe and assess.

Notice:

The preceding volunteer description has been designed to indicate the



general nature and essential duties and responsibilities of work performed by a Museum Docent. It may not contain a comprehensive inventory of all duties, responsibilities, and qualifications required of volunteers to do this role.

To Apply:

We are a progressive, equal opportunity organization and all interested parties are encouraged to apply. So, volunteer "Where Fabulous Lives!" For prompt consideration, please submit your online application via the [Jobs & volunteering page](#) via Hillwood's website.