



# Casemate Museum at Fort Monroe

## Volunteer Position Description

**Title:** Museum Greeter

**Schedule:** 1-2 times per week, 2-5 hours per week

**Supervisor:** Education and Volunteer Coordinator

### Objective

Museum Greeters welcome and orient visitors to the Casemate Museum and Fort Monroe. Greeters raise visitors' awareness and engagement with the museum's permanent and temporary exhibits as well as outdoor sites in the near vicinity of the museum as they self-tour. Greeters increase accessibility of Fort Monroe's history and current activities through sharing information, making connections, and answering questions in a friendly and engaging manner. Greeters' efforts promote public awareness, appreciation, and preservation of Fort Monroe.

### Responsibilities

- Learn the basic content of the museum's permanent and temporary exhibits through training and ongoing professional development.
- Develop a 3-5 minute welcome to introduce visitors to Fort Monroe that is adaptable to diverse audiences (training & support provided).
- Share information about new and upcoming museum events and programs.
- Provide visitors with excellent customer service and ensure a positive educational experience.
- Ensure the safety of guests and security of exhibit and artifacts in line with museum policies.
- Maintain brochures and handouts at the front desk.
- Participate in occasional workshops, lectures, and field trips offered by the museum as well as independent reading and study to improve knowledge and interpretation of Fort Monroe.
- Act as a mentor for new greeters-in-training as requested by museum staff.
- 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.
- Develop rapport with visitors and engage them through conversation, personal connections, storytelling, etc.
- Gauge and adapt to visitors' interests and needs (e.g. by adjusting welcome length, content, style, or level to accommodate background, interest, age or developmental level).
- Maintain a neat and professional appearance.

### Scheduling

Greeters are scheduled on two-hour shifts during museum operation hours (10:30 a.m.-4:30 p.m. M-Su)

**Supervisor:** Education and Volunteer Coordinator at the Casemate Museum.

### Application Procedure:

Visit: <http://www.fmauthority.com/visit/casemate-museum/> or request application from Ms. Darcy Sink, Education and Volunteer Coordinator, Casemate Museum. Direct applications and inquiries to the same: 757-690-8073, email: [dsink@fmauthority.com](mailto:dsink@fmauthority.com)

*Fort Monroe is in compliance with EEOC.*