Casemate Museum at Fort Monroe
Volunteer Position Description

Title: Museum Guide
Schedule: 1-2 times per week, 2-5 hours per week
Supervisor: Education and Volunteer Coordinator

Objective
Museum Guides interpret the museum’s permanent and temporary exhibits as well as outdoor sites in
the vicinity of the museum. Guides increase the accessibility of Fort Monroe’s history through sharing
information, making connections, and answering questions in a friendly and engaging manner. This
promotes public awareness, appreciation, and preservation of Fort Monroe.

Responsibilities
- Learn the content of the museum’s permanent and temporary exhibits 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.
- Provide visitors with excellent customer service and ensure a positive educational experience.
- Ensure the safety of guests and security of exhibit and artifacts.
- 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 guides-in-training as requested by museum staff.
- Serve as a museum ambassador in the community by promote 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, 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
Guides are scheduled as needed based on group tour bookings and special programs. Tours generally
occur during museum operating hours (10:30 a.m.-4:30 p.m., Mon-Sun). Tours may last between 1 and 2
hours.

Supervisor: Education and Volunteer Coordinator at the Casemate Museum.

Application Procedure:
Visit: http://www.fortmonroe.org/visit/casemate-museum/ or request application from Jan Clapp Bomar, Visitor and
Education Center Manager. Direct applications and inquiries to the same: 757-690-8073, jbomar@fmauthority.com

Fort Monroe is in compliance with EEOC.