



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.