



SERVICE AREA DESCRIPTION

Member & Visitor Services Department

TITLE: GENERAL TOUR DOCENT

DEPARTMENT SUPERVISOR: Visitor Services Manager

DESCRIPTION: Support the educational mission of the Museum by providing an accurate, informative and enjoyable tour of the Museum that focuses on the life and career of Henry Flagler, the invention of Modern Florida, including the history of Palm Beach and the building of *Whitehall*, and an overall context of the Gilded Age.

DUTIES: Protect and preserve the Museum by enforcing Museum policies, research and interpret the life of Henry Flagler by conducting guided tours of the Flagler Museum, be available to answer Visitors' questions with appropriate and historically information.

QUALIFICATIONS:

- ◆ Enthusiasm for history and museum education.
- ◆ Ability to effectively interact and communicate with a wide range of Visitors.
- ◆ Dependability and flexibility.
- ◆ Ability to enforce the Museum's policies.
- ◆ Ability to stand or walk for long periods of time.

TIME COMMITMENT: 75 hours per year
Days only (9am-5pm)
Year-round availability preferred

TRAINING: Tour Docent Training Course. Required Reading. Continuing education sessions as required. Remain current on all visitor policies and procedures.

EVALUATION: Once per Season at the discretion of the Visitor Services Manager



SERVICE AREA DESCRIPTION

Member & Visitor Services Department

TITLE: SCHOOL TOUR DOCENT

DEPARTMENT SUPERVISOR: Visitor Services Manager

DESCRIPTION: Support the educational mission of the Museum by providing an accurate, informative and enjoyable tour of the Museum that focuses on the life and career of Henry Flagler, the invention of Modern Florida, including the history of Palm Beach and the building of *Whitehall*, and an overall context of the Gilded Age.

DUTIES: Protect and preserve the Museum by enforcing Museum policies, research and interpret the life of Henry Flagler by conducting guided tours of the Flagler Museum, be available to answer Student Visitors' questions with appropriate and historically accurate information.

QUALIFICATIONS:

- ◆ Enthusiasm for history and museum education.
- ◆ Ability to effectively interact and communicate with Student Visitors (grades 4-12).
- ◆ Dependability and flexibility.
- ◆ Ability to enforce the Museum's policies.
- ◆ Ability to stand or walk for long periods of time.

TIME COMMITMENT: 75 hours per year
Days only (9am-5pm)
Year-round availability preferred

TRAINING: Tour Docent Training Course. Required Reading. Continuing education sessions as required. Remain current on all visitor policies and procedures.

EVALUATION: Once per Season at the discretion of the Visitor Services Manager
