



Volunteer Opportunity

To apply, send resume and cover letter to Tamra Stafford at tstafford@airzoo.org

Position Title:	Volunteer Docent
Supervisor:	Volunteer Manager
Position Objectives:	To provide our customers entertaining and factual information regarding exhibits

Responsibilities

1. Must be willing to consistently volunteer a minimum of 16 hours each month
2. Participate in and complete the docent training course or spend time with a mentor to learn about the Air Zoo and its exhibits.
3. Enhance the customers visit through tours, for both groups and individuals within all Air Zoo buildings.
4. Maintain up to date knowledge on existing and new exhibits.
5. Maintain a high level of customer service.
6. Conduct tours as assigned.

Minimum Education / Experience Required

High school diploma or equivalent
Ability to work with public and make them feel welcome
Ability to answer questions regarding the Museum
Sound interpersonal skills

Knowledge, Skills and Abilities Required

Ability to interact with the public and make them feel welcome
Ability to answer questions regarding the Museum
Sound interpersonal skills
Ability to effectively solve problems
Ability to handle stressful situations
Ability to interact with the public in a positive and enthusiastic manner
Full understanding of customer service philosophy and procedures of the Museum
Ability to undertake multiple concurrent tasks and work in an environment where interruptions are common
Must be flexible with the ability to work independently and as a team member
Well groomed appearance and compliance with the Museum's dress and personal appearance policies
Professional work and punctuality
Lifting and general cleaning abilities