

**Town of Sandwich
Recreation Department
Job Description
DOCENT**

(Seasonal/Part-time position – 19 hours or less/week)

Definition:

An individual who deals with the general public of all ages to provide informative tours on the history of the museums in an articulate, interesting, friendly and courteous manner. Will provide general ticket sales to public and tour groups and follow policy and procedure directed by the Recreation Department. Represent the Town of Sandwich in a positive manner.

Supervision:

Works under the general supervision of the Recreation Director and Assistant Director.

Job Environment:

Employee will be working in a historic museum, subject to long periods of sitting and standing. May be subject to cold and hot temperatures. Must be available to work May – October varied days including weekends.

Essential Functions:

- Provide guided tours of historic Sandwich museums
- Cooperate with Recreation Director and Assistant Director at all times
- Act as a role model for all other employees and patrons, both on and off the job
- Maintain a good, POSITIVE attitude with staff and patrons
- Works well with children
- Communicate with Recreation Director and Assistant Director to keep updated Records of sales and inventory
- Oversee that all equipment/artifacts are cared for, protected and used appropriately
- Responsible for the collection of monies for ticket sales
- Must be able to make change and tear tickets
- Cleaning of the museum and insuring it is presentable

Minimum Qualifications:

High School Graduate with some College or related experience, Supervisory experience and knowledge of Customer service operations required. Interested in or passion for history. Enjoys working with the public of all ages. Preferred First Aid and CPR.

Necessary Knowledge, Ability and Skill:

Must be skilled in customer service.

Knowledge of American history.

Able to read and follow script and maintain a captive audience

Ability to follow and enforce policy and procedures on site

Must be able to handle money and fill out daily reports.

Employee must effectively communicate verbally with individuals from various age groups, education levels and backgrounds and deal with all people in a professional manner.

Must be able to calmly and reasonably assess complex situations under pressure.

Appropriate dress required – partial uniform must be worn during working hours.

Physical Requirements:

Ability to stand and/or sit for long periods of time.

Ability to climb stairs and have flexibility to stretch and bend

Good vision and hearing

Able to withstand cold and warm temperatures.

Able to lift 10 pounds