



Museum Interpreter Job Description

Direct Supervisors: Interpretive Manager and Curator

Volunteer Museum Interpreters are a critical part of the Castle in the Clouds museum team. Along with museum staff, they are the face of the historic Lucknow Estate and its ambassadors to the public. Interpreters act as an information resource for visitors on self-guided tours and are expected and encouraged to communicate with visitors and share their knowledge of the Lucknow Estate. Interpreters answer visitor questions, orient them with the layout of the house, and ensure that they have a safe, enjoyable, and rewarding experience. Interpreters also provide an important service in keeping the house museum and its collections secure while open to the public.

Essential Duties and Responsibilities may include but are not limited to:

- Act as an Interpreter at various interpretive stations throughout the house museum, as directed by the Floor Manager.
- Communicate effectively and pleasantly with visitors: greeting them, providing guidance and orientation, and directing them to interpretive resources (labels and other printed interpretive materials).
- Work effectively as part of an interpretive team with other Interpreters.
- Provide informative exchange with visitors using the Curator's cart exhibit.

Optional Duties and Responsibilities (Please speak to the Museum Manager if you're interested in helping with the following):

- Greet groups of visitors and launch a video orientation providing information about the house museum and the estate's history.
- Occasional assistance with guiding school group activities and educational programs.
- Provide specific guided landscape/grounds walk following an approved script for groups of visitors.

Qualifications:

Skills/Abilities

- Good communication skills
- A positive attitude
- A commitment to the educational mission of the Castle in the Clouds
- A desire to work with the public
- An interest in history, architecture, and/or decorative arts
- A friendly demeanor and the ability to work as part of a team

Other Qualifications:

- A desire and willingness to learn with the goal of communicating that history accurately and effectively to visitors.

Note: Shifts are four hours long and require standing and walking around the museum. Team members may experience varying climate conditions within the house museum and orientation space depending on the season, and are encouraged to dress in accordance with the organization's dress code..

Prior knowledge of the Lucknow Estate and Plant family are not required (training is provided).

Training Requirements: A required in-depth week-long training provided by the Curator prior to opening of the museum in the spring for all new docents.

Volunteer Benefits are awarded based on accrued hourly milestones.