



Museum Interpreter Volunteer Job Description

Direct Supervisor: Curator

Description: 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.

Qualifications:

Education/Experience

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

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

Essential Duties and Responsibilities 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.

Training: A hybrid model of short videos, required reading, in-person training and shadowing experienced interpreters on site.

Requirements:

- A desire and willingness to learn with the goal of communicating that history accurately and effectively to visitors
- Shifts are four hours long and require standing and walking around the museum.
- Dress in accordance with the dress code

Volunteer Benefits are awarded based on accrued hourly milestones.