



JOB DESCRIPTION

JOB TITLE: Docent – Chinese Garden Group Tours

DATE:

October 2008

DEPARTMENT: Group Sales & Tours, Communications & Volunteers

CLASSIFICATION:

Volunteer

SUMMARY

The Chinese Garden Group Tour Docent works under the direction of the Curator of the Chinese Garden, the Volunteer Programs Manager, the Group Tours Manager and closely with other volunteers and pertinent botanical staff. The Chinese Garden Group Tour Docent is an outgoing, people-focused individual primarily responsible for guided group tours to, and through the Chinese Garden, thereby enhancing visitors' experiences of The Huntington and the Chinese Garden. Duties include meeting the buses, orienting the tour guests, and walking them through the Estate to the Chinese Garden where the bulk of this tour takes place. Chinese Garden Tour Docents will be answering questions about the garden and The Huntington Estate, monitoring the group, and often escorting them to lunch within the set time-frame.

ESSENTIAL FUNCTIONS

1. Greets and orients visitors in a courteous, prompt, and professional manner.
2. Enhances visitors' experience of the garden, including monitoring for safe use of facilities.
3. Conducts 90 minute Group Tours of the Chinese Garden.

QUALIFICATIONS

1. Interest in visitor-centered education.
2. Professional attitude and appearance.
3. Ability to work both independently and within a team.
4. Strong communication skills.
5. Sensitivity to working with diverse audiences.
6. Commitment to volunteering for/in the Chinese Garden a minimum of eight hours per month.

REQUIREMENTS

1. Completes all appropriate Chinese Garden Docent training.
2. Completes all appropriate Group Tour Docent training.
2. Attends Chinese Garden Review meetings and workshops and other program meetings as necessary.
3. Participates in yearly Chinese Garden Docent re-certification.
4. Available for a minimum of eight hours per month. The eight hours per month minimum requirement may be met by participating in the Group Tour program only, or a combination of Group Tours and Ask Me programs. Group Tours may be scheduled either off, or during, public hours. To fulfill the requirement for 8 hours per month, you will also be expected to do shifts in the Garden. Shifts may be completed in two four hour shifts or four two hour shifts per month.

WORKING CONDITIONS

Volunteer will work in the Chinese Garden under year-round weather conditions. Will require standing or walking for up to two hours at a time. Must be physically able to get around a 200-acre site.

The above statements are intended to describe the general nature and level of work being performed by people assigned to this job. They are not intended to be an exhaustive list of all responsibilities, duties, and skills required of volunteers in this position.

Docent Signature

Date