



SERVICE AREA DESCRIPTION CURATORIAL DEPARTMENT

TITLE: ARCHIVES DOCENT

DEPARTMENT SUPERVISOR: Chief Curator

DESCRIPTION: Assists in the maintenance and organization of archives and original documents relating to *Whitehall* and Henry Flagler.

DUTIES: Sorting historical and contemporary archival materials. Clerical duties including stapling and filing. Assist in the production and maintenance of photographic files. Report to the Chief Curator upon arrival.

QUALIFICATIONS:

- ◆ Records Management, Library Systems or Archival experience desired.
- ◆ Attention to detail.
- ◆ Willingness to learn.
- ◆ Ability to follow instructions.
- ◆ Care in handling delicate archival material.
- ◆ Ability to work independently on a task.
- ◆ Ability to frequently climb stairs.

TIME COMMITMENT: Minimum: Two Four Hour Shifts Per Month
Week Days Only.

TRAINING: Archives Docents are required to train as considered necessary by the Chief Curator. Continuing education sessions as required. Some required reading.

EVALUATION: Annual informal evaluation.



SERVICE AREA DESCRIPTION CURATORIAL DEPARTMENT

TITLE: COLLECTIONS RECORDS DOCENT

DEPARTMENT SUPERVISOR: Registrar

DESCRIPTION: Assists in the proper record keeping necessary to preserve the Museum's collections.

DUTIES: Assists with registration records including: file notations, re-filing, and file production, assist with periodic inventories including inventories in public spaces, numbering and re-numbering objects. Report to senior Curatorial Staff upon arrival.

QUALIFICATIONS:

- ◆ Experience with records management desired.
- ◆ Attention to detail.
- ◆ Ability to follow directions.
- ◆ Sensitivity to working in the public view.
- ◆ Ability to stand for long periods of time and climb stairs.
- ◆ Willingness to work alone and without close supervision.
- ◆ Ability to use step-ladders.
- ◆ Ability to use a typewriter.

TIME COMMITMENT: Regular Commitment - One Four Shift Per Week
Availability Year Round Preferred
Project Commitment - Occasional On Call

TRAINING: Training will be specific to task and held at the beginning of each project. Some required reading.

EVALUATION: Annual informal evaluation.



SERVICE AREA DESCRIPTIONS CURATORIAL DEPARTMENT

TITLE: COLLECTIONS CARE DOCENT: OBJECTS

DEPARTMENT SUPERVISOR: Assistant Curator

DESCRIPTION: Assists in the preservation of objects in the Museum's collections.

DUTIES: Handling and care of collections objects such as silver polishing. Reports to Senior Curatorial staff upon arrival.

QUALIFICATIONS:

- ◆ Care in handling objects.
- ◆ Ability to accomplish repetitive tasks.
- ◆ Ability to follow directions.
- ◆ Ability to work independently.
- ◆ Ability to climb stairs to the third floor work area.

TIME COMMITMENT: On Call - As needed for projects
Week Days only

TRAINING: Training will be specific to each project and held at project's beginning by Curatorial Staff.

EVALUATION: Annual Informal.



SERVICE AREA DESCRIPTION EDUCATION DEPARTMENT

TITLE: EVENING EVENT DOCENT

DEPARTMENT SUPERVISOR: Education Director

DESCRIPTION: Promote the Museum's educational mission at special events by providing a welcoming environment, historic interpretation, and enforcing the Museum's policies and procedures.

DUTIES: Arrive 30 minutes before scheduled event; welcome special events participants; represent the Museum to Visitors; provide interpretation of the Museum; assist in enforcing the Museum's Event Policies. Report to the Education Department representative upon arrival. Events may occur outdoors. May require standing and/or stair climbing.

QUALIFICATIONS:

- ◆ Tour Docent Status Required.
- ◆ Enthusiasm for history and museum education.
- ◆ Ability to effectively interact and communicate with a variety of people.
- ◆ Dependability and flexibility.
- ◆ Willingness to follow directions.
- ◆ Ability to enforce the Museum's policies.
- ◆ Ability to stand or walk for long periods of time.

TIME COMMITMENT: Events as needed per month (approx 2-3)
Two - Four hours per event
Year-round availability
Some late afternoons and evenings (after 5pm)

TRAINING: All Evening Event Docents must attend Tour Docent Training and related continuing education as needed. On the spot training as needed.

EVALUATION: Once per Season at the discretion of the Education Director.

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SERVICE AREA DESCRIPTION EDUCATION DEPARTMENT

TITLE: GENERAL TOUR DOCENT

DEPARTMENT SUPERVISOR: Education Director

DESCRIPTION: Support the educational mission of the Museum by providing an accurate, informative and enjoyable tour of the Museum that focuses on the life and career of Henry Flagler, the invention of Modern Florida, including the history of Palm Beach and the building of *Whitehall*, and an overall context of the Gilded Age.

DUTIES: Protect and preserve the Museum by enforcing Museum policies, research and interpret the life of Henry Flagler by conducting guided tours of the Flagler Museum, be available to answer Visitors' questions with appropriate and historically information.

QUALIFICATIONS:

- ◆ Tour Docent Status Required.
- ◆ Enthusiasm for history and museum education.
- ◆ Ability to effectively interact and communicate with a wide range of Visitors.
- ◆ Dependability and flexibility.
- ◆ Willingness to follow directions.
- ◆ Ability to enforce the Museum's policies.
- ◆ Ability to stand or walk for long periods of time.

TIME COMMITMENT: 75 hours per year
Days only (9am-5pm)
Year-round availability preferred

TRAINING: Tour Docent Training Course. Required Reading. Continuing education sessions as required. Remain current on all visitor policies and procedures.

EVALUATION: Once per Season at the discretion of the Education Director.



SERVICE AREA DESCRIPTION EDUCATION DEPARTMENT

TITLE: SCHOOL TOUR DOCENT

DEPARTMENT SUPERVISOR: Education Director

DESCRIPTION: Support the educational mission of the Museum by providing an accurate, informative and enjoyable tour of the Museum that focuses on the life and career of Henry Flagler, the invention of Modern Florida, including the history of Palm Beach and the building of *Whitehall*, and an overall context of the Gilded Age.

DUTIES: Protect and preserve the Museum by enforcing Museum policies, research and interpret the life of Henry Flagler by conducting guided tours of the Flagler Museum, be available to answer Student Visitors' questions with appropriate and historically accurate information.

QUALIFICATIONS:

- ◆ Tour Docent Status Required.
- ◆ Enthusiasm for history and museum education.
- ◆ Ability to effectively interact and communicate with Student Visitors (grades 4-12).
- ◆ Dependability and flexibility.
- ◆ Willingness to follow directions.
- ◆ Ability to enforce the Museum's policies.
- ◆ Ability to stand or walk for long periods of time.

TIME COMMITMENT: 75 hours per year
Days only (9am-5pm)
Year-round availability preferred

TRAINING: Tour Docent Training Course. Required Reading. Continuing education sessions as required. Remain current on all visitor policies and procedures.

EVALUATION: Once per Season at the discretion of the Education Director.



SERVICE AREA DESCRIPTION MEMBER SERVICES DEPARTMENT

TITLE: MEMBER SERVICES DOCENT

DEPARTMENT SUPERVISOR: Member Services Director

DESCRIPTION: Assist in maintaining and increasing Museum Membership by helping to serve the current and potential Membership.

DUTIES: Processing, sorting and bulk mailing of Membership brochures and Membership information such as newsletters. Assist with compilation of Member Dossiers. Assist assembly of Member gifts. Report to the Membership Services Director upon arrival.

QUALIFICATIONS:

- ◆ Willingness to learn.
- ◆ Ability to follow directions.
- ◆ Attention to detail.
- ◆ Ability to complete repetitive tasks.
- ◆ Good Organizational skills.
- ◆ Experience in bulk mailing procedure desired.

TIME COMMITMENT: On Call During Year
Projects Last Between 4 and 12 Hours Total
Days Only, Weekends Possible

TRAINING: Instructions given per project.

EVALUATION: Informal per project.



SERVICE AREA DESCRIPTION MEMBER SERVICES DEPARTMENT

TITLE: MUSIC SERIES DOCENT

DEPARTMENT SUPERVISOR: Member Services Director

DESCRIPTION: Enhance Visitor experience during Music Series events by providing assistance with ticket taking and ushering.

DUTIES: Report to Member Services Director upon arrival for nightly instructions. Ticket takers will stand in Grand Hall greeting Visitors, taking their ticket stubs, and directing them to the West Room. Ushers will be stationed in Marble Hall as well as in and around the West Room to make sure all Visitors are in their seats before the performance and after intermission. Ushers will also not allow any late arrivals to be seated until an appropriate time in the program.

QUALIFICATIONS:

- ◆ Dependability and Flexibility
- ◆ Ability to interact with a variety of people and ages
- ◆ Ability to politely enforce Museum policy
- ◆ Ability to follow instructions as given before and throughout the event
- ◆ Ability to stand for long periods of time

TIME COMMITMENT: At least One Concert per Season (Normally Five Concerts are held each Season which runs November - March.)

TRAINING: One-hour Workshop held every Fall.

EVALUATION: Once after first Music Series event, then annual written evaluation.

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SERVICE AREA DESCRIPTION PUBLIC AFFAIRS

TITLE: VISITOR DATA

DEPARTMENT SUPERVISOR: Public Affairs Director

DESCRIPTION: Collects and records data from the Visitor Register and Admissions Surveys

DUTIES: Maintains the Visitor Register and supplies. Collects Visitor Register forms and records statistics to produce a report on demographic data.

QUALIFICATIONS:

- ◆ Attention to detail
- ◆ Ability to work independently
- ◆ Willingness to learn to use a computer
- ◆ Previous experience with statistical information desired, not required

TIME COMMITMENT: Minimum: Six hours per month
All year (no Seasonal applicants)
Daytime shifts only

TRAINING: Must attend Docent Training course prior to beginning service hours.
On the Job as considered necessary by the Public Affairs Director.

EVALUATION: Annual Written Evaluation.

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SERVICE AREA DESCRIPTION SECURITY DEPARTMENT

TITLE: SECURITY DOCENT

DEPARTMENT SUPERVISOR: Chief of Security

DESCRIPTION: Assists Security Staff in ensuring the safety and security of the Visitors and Staff, the Museum, its Collections. Assists with Special Events held at Museum (day only).

DUTIES: Monitor the security of public spaces in the Museum including the second floor and Flagler Kenan Pavilion, appropriately interact with the Visitors in enforcing Museum policies and procedures, assist in evacuating the Museum in case of fire, assist in evacuation planning.

QUALIFICATIONS:

- ◆ Good Communication Skills
- ◆ Ability to strictly follow instructions
- ◆ Willingness to learn
- ◆ Ability to stand for prolonged period of time
- ◆ Ability to climb stairs

TIME COMMITMENT: Minimum: One (1) Four Hour Shift Per Week
Daytime shifts Only

TRAINING: Must attend Docent Training course prior to beginning service hours. One Session Security Training required including: Complete knowledge of Security Manual, proper security procedures, proper radio communication and fire preparedness including evacuation.

EVALUATION: One (1) 90-Day Evaluation and one (1) annual written evaluation.

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SERVICE AREA DESCRIPTION VISITOR SERVICES DEPARTMENT

TITLE: DOCENT SALES ASSOCIATE

DEPARTMENT SUPERVISOR: Visitor Services Director

DESCRIPTION: Provide a customer-friendly environment and assist the Museum Store Cashier with sales.

DUTIES: Knowledge of current product information, assist the Cashier with sales including: packaging, gift boxing, answering customer questions, maintaining store appearance, assisting with merchandise pricing and display, and promoting Museum membership. Report to Visitor Services Assistant upon arrival.

QUALIFICATIONS:

- ◆ Excellent customer service skills
- ◆ Ability to interact with a variety of people and ages, including children
- ◆ Willingness to learn
- ◆ Dependability and Flexibility
- ◆ Ability to follow instructions
- ◆ Ability to occasionally stand for long periods of time

TIME COMMITMENT: 75 hours per year, usually scheduled in weekly four-hour shift
Days Generally
Occasional Evening Hours for Membership Events

TRAINING: Full familiarization with the Museum Store Handbook. Required Reading/Video viewing as needed.

EVALUATION: Once after first 90 days, then annual written evaluation.



SERVICE AREA DESCRIPTION VISITOR SERVICES DEPARTMENT

TITLE: DOCENT CASHIER

DEPARTMENT SUPERVISOR: Visitor Services Director

DESCRIPTION: Provide a customer-friendly environment and increase Museum Store sales.

DUTIES: Merchandise sales, knowledge of cash handling procedures, knowledge of current product information. Packaging, gift boxing, answering customer questions, maintaining store and stockroom supplies and appearance, assisting with merchandise pricing and display, promoting Museum membership. Report to Senior Cashier upon Arrival.

QUALIFICATIONS:

- ◆ Excellent Customer Service Skills
- ◆ Ability to interact with a variety of people and ages, including children
- ◆ Willingness to learn
- ◆ Dependability and Flexibility
- ◆ Ability to follow instructions
- ◆ Ability to occasionally stand for long periods of time

TIME COMMITMENT: 75 hours per year, usually scheduled in weekly four-hour shift
Days (generally)
Occasional Evening Hours for Membership Events

TRAINING: Independent study of the Product Information Manual, and periodic updates. Full familiarization with the Museum Store handbook. Required Reading/Video viewing as needed.

EVALUATION: Once after 1st 90 days, then annual written evaluation.

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