**Joslyn Castle Docent**

**Position Description**

Joslyn Castle volunteer docents provide valuable support for a variety of Castle activities, including tours, programs, and special events. They serve as guides, hosts, ambassadors, and educators to Castle guests, providing a welcoming atmosphere and ensuring that each visit is memorable.

Docents are responsible for leading public tours, private tours, and student tours with accuracy and efficiency. Docents also serve as hosts for programs and events, providing information, directions, service, and hospitality to our guests.

Docents at all times strive to enhance the visitor experience and effectively communicate the Joslyn story.

**Essential Skills and Attributes**

* responsibility and integrity
* enthusiastic and positive attitude
* ability to build rapport with all ages
* effective communication skills
* ability to take direction and work with a team
* ability to embrace challenge and change

**The qualified candidate will:**

* be able to learn and accurately retain information and facts about Joslyn Castle and the Joslyn family, and be prepared to share them at all times
* be able to stand for extended periods of time, climb stairs, and carry chairs or trays
* accurately handle money, take payments, and make change
* maintain a neat and professional appearance
* be reliable and on time for tours and events
* be able to supervise a group of guests and be responsible for their safety and well-being for the duration of their visit

**Reporting**

Docents report directly to the Manager of Programs.