

Position Title: Docent

Department: Programs

Reports to: Tour Schedule Coordinator and Group Tour Coordinator

Category: Non-exempt

Status: Part-time hourly seasonal up to 30 hours/week May through October

Position Summary:

The Docent is a member of a team responsible for demonstrating excellence in customer service while providing a world-class experience for visitors arriving to tour Taliesin, Frank Lloyd Wright's World Heritage List-nominated Wisconsin residence and National Historic Landmark estate. Gives one-hour Hillside Studio & Theater Tours, interacts with visitors, and contributes to the general operations of the Visitor Center and the Taliesin Estate.

Essential Functions:

- Tours – Provides an exceptional tour experience of the Hillside Studio & Theater while adhering to tour program guidelines. Participates in initial training and pursues continuing education through scheduled seminars, guide library, etc. Integrates feedback from Tour Coordinators and Director of Operations into tours to ensure continuous improvement of the Taliesin tour program. Demonstrates the ability to be articulate and poised and improvise as needed when dealing with a broad range of visitors and situations during crowded conditions and inclement weather. Must be able to keep visitors moving and together from space to space.
- Reception – When not on tour, assists with the reception/welcome desk at the Visitor Center. Greets all visitors and provides assistance with general questions. Promotes all areas within TPI's organization (tours, bookstore, fundraising, preservation). Refers media, fundraising, and other formal information requests to designated staff. Stocks brochures in designated areas as necessary.
- Facilities – Proactively assists with the light maintenance, cleaning, and tidying up of the Visitor Center to ensure a presentable environment for guests.
- Special Events – Assists Development staff with special events as directed.
- Other duties as assigned.

Minimum Qualifications:

- High school diploma or equivalent.
- Previous docent, public speaking, teaching, or public performance experience preferred.
- Excellent customer service skills.
- Ability to demonstrate excellent oral communication and presentation skills; memorize facts and scripts and synthesize material into an engaging, enjoyable, fun, and educational experience; and effectively present information and respond to questions.
- Ability to read, write, and understand English and follow very specific and detailed written and verbal instructions; proficiency in other languages is a plus. Ability to work a flexible schedule, including weekends and holidays; report to work on time; and communicate with supervisor in a timely manner about scheduling needs.
- Ability to work independently and with a team.
- Familiarity with Frank Lloyd Wright, Taliesin, and the mission of Taliesin Preservation, Inc. preferred.

Physical Demands and Work Environment: The physical demands and work environment described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations will be made to enable individuals with disabilities to perform the essential functions of this job.

- **Physical Demands:** While performing the essential functions of this job, the employee is regularly required to walk over multiple surfaces, including grass, gravel, stone stairs and floors, carpet, wood flooring, concrete, etc., and stand and speak for several hours. Standing and speaking for short periods to guests while being transported in a motorized shuttle to and from the Visitor Center is also required. In addition, the employee must occasionally sit; use hands to handle or feel objects, tools or controls; reach with hands and arms; climb stairs; balance; stoop, kneel, crouch or crawl; and consistently talk or hear; and rarely taste or smell. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by the job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.
- **Work Environment:** While performing the duties of this job, the employee is exposed to weather conditions prevalent at the time including heat, cold, humidity, rain, etc. The noise level in the work environment is usually moderate.

Signature of Position Holder: _____ **Date:** _____

This description does not constitute a contract for employment with Taliesin Preservation, Inc., or any affiliate, either express or implied, and TPI reserves the right at any time to change, delete, or add to any of the provisions at its sole discretion. Furthermore, the provisions of this description are designed by TPI to serve as guidelines rather than absolute rules, and exceptions may be made from time to time on the basis of particular circumstances.