



NMAAHC Audience Engagement – Assistant Docent Coordinator
Education Department, National Museum of African American History and Culture,
Smithsonian Institution

BACKGROUND

The National Museum of African American History and Culture is the largest national museum for the study and exhibition of African American history and culture. Its primary purposes are to acquire, maintain and preserve objects which document social, cultural, political, military, technological and scientific developments in the United States related to the African American experience; to conduct scholarly research designed to make significant contributions to the body of knowledge in the field of African American history, to publish findings for both scholarly and general audiences; and to interpret historical developments through public exhibits and programs as well as digital content.

In the Education Department at the NMAAHC, we use history and culture to create experiences that empower, enrich, and educate a diverse range of audiences. Our department is comprised of the following units, Audience Engagement, Teaching and Learning, and Early Childhood Education. Each of these units allows us to provide a comprehensive visitor experience for all of the Museum's audiences, from daily onsite and virtual visitors to families, interns, and tour program attendees. We are dedicated to making American history accessible through an African American lens, and we challenge our audiences to consider their important role in creating a more inclusive society.

SCOPE

This position assists the Supervisory Volunteer Coordinator primarily in implementing the Museum's docent and volunteer programs managed within the Audience Engagement Unit. The Assistant Docent Coordinator supports daily volunteer operations in the public areas of the museum. This includes scheduling and coordinating volunteer activities for the public tours, public programs, early childhood and K-12 educational programs, and the Family History Center.

TASKS

The contractor will perform the following tasks:

- Coordinate volunteers in accordance with the policies and procedures of the NMAAHC Volunteer program
- Answer the volunteer program phone lines and emails
- Maintain electronic volunteer files in the database and conduct data entry
- Train volunteers on use of the volunteer database
- Maintain the paper files of the volunteer program
- Maintain the volunteer lounge

- Assist with the recruitment of volunteers including advertising, application review, and interviews
- Assist with the daily management of volunteers including pre-shift meetings, checking the schedule
- Assist with the planning and implementation of volunteer appreciation event, docent orientation, and other volunteer enrichments
- Assist with administrative support for the volunteer program
- Monitor volunteer attendance
- Assist with volunteer orientation sessions
- Communicate clearly, courteously, and effectively to all visitors/volunteers/staff, including individuals who request tours or information regarding museum programming. Responds to telephone calls, fax messages, and emails within three to five business days.
- Resolves most issues that arise from customers, museum visitors or volunteer dissatisfaction immediately and if a question requires additional research, keeps customer, visitor or volunteer apprised of progress.

DELIVERABLES

- The contractor will be required to complete the following deliverables:
- Provides weekly status reports to COTR on tasks listed above via email,
- including the items that have been accomplished for that week
- Meets weekly with COTR and provides status updates of tasks as listed above
- Meets bi-weekly with COTR and Supervisory Volunteer Coordinator
- Meets monthly with COTR and expanded volunteer coordination team
- Contractor and COTR shall mutually agree on any other items covered in status reports and meetings

REQUIREMENTS

- Contractor must be available to work a hybrid work schedule that is comprised of remote and onsite work at the National Museum of African American History and Culture.
- Contractor must work 32 hours per week: Tuesday-Saturday
- Some weekend and holiday work are required.
- Performs other program related tasks that may arise.

QUALIFICATIONS

Qualifications include:

- Minimum of bachelor's degree in African American History, Art History, Museum Studies, or related fields
- Enthusiasm for working with diverse audiences, museum educators, other museum staff, volunteers, and visitors
- Knowledge and skill in oral, written and digital communication sufficient to address varied audiences and to serve as an interface between multiple museum constituents and stakeholders
- Outstanding organizational skills and demonstrated ability to follow procedures and policies to maintain safety and security at an institution
- Exceptional customer service skills
- Ability to pass a background check

- Must be prepared to obtain a DUNS number and register in the System for Award Management (SAM) prior to start date

Place of Performance:

- The nature of the tasks demands that this work be conducted onsite at the NMAAHC, in an office environment.
- Contractor will be onsite 8 hours per day Tuesday - Friday with some pre-arranged weekend days and evenings.
- Will be expected to work scheduled holidays as needed.