**Title:** Docent Mentor

**Department or Team:** Curatorial Affairs, Exhibition Operations

**Responsible to:** Exhibition Operations Manager

**Works with:** Exhibition Operations Manager, Docent Volunteers, and the Public

**Description of Role:** A Docent Mentor helps incoming docent trainees learn the ins and outs of the Museum of Food and Drink. Docent Mentors work with three or four trainees, providing advice and assistance, as well as helping with practice questions related to MOFAD exhibitions. Docent Mentors will also act as Museum Docents.

**Duties/Responsibilities:**
- Mentor incoming docents-in-training
- Attend docent training sessions to get acquainted with trainees, offer them support, and help evaluate their presentations, follow their progress, and do follow-up observations
- Build and nurture the relationship with and among all docents
- Provide guests and visitors with initial safety and administrative information and direction
- Provide interesting and entertaining information about specific exhibits and points of interest, tailoring content to age of visitors
- Engage wit and charm to enhance the guest experience
- Facilitate rich discussions that maintain visitors’ interest
- Maintain compliance with all applicable safety practices, environmental regulations, and establishment policies.
- Performs other related duties as assigned.

**Skills/Qualifications Needed:**
- Excellent verbal communication skills with ability to facilitate conversations and stimulate visitors
- Excellent interpersonal and customer service skills
- Excellent organizational skills and attention to detail
- Ability to provide information that is clear, informative, and entertaining
- Excellent problem-solving skills with proven ability to improvise when unexpected problems or emergencies arise

**Desired Experience:**
- Degree in Museum Administration, Food Studies, Humanities, History, or other areas relating to the museum’s specialties
- At least two years of museum experience is highly preferred

**Training:**
- Initial training and orientation will be provided, as well as additional support and training to be developed as the program grows.
**Time Commitment:**
- Docent Mentors are expected to participate in at least four shifts per month.
- Docent Mentors will typically be asked to commit at least 4 hours per shift.
- Docent Mentors work during normal business hours during the weekday and/or weekends, and special projects at other times.
- Docent Mentors must be 18 years of age or older.
- Docent Mentors may commit to helping as much as they are able to by registering for as many or as few shifts from those which are advertised in the MOFAD Volunteer Portal.