

## Docent

At the Coastal Interpretive Center (CIC) we've entered a new phase of growth. Under new leadership, the CIC has embraced our role as a community organization for the many people and places of our service area: Grays Harbor County, Washington. We have reenvisioned our biology, ecology, and anthropology programs as the means to an end – the goal being a reconnected community – as we create a more dynamic organization that leads a more dynamic region. When we can make children proud to grow up here, they'll be proud to live here as adults; when adults are proud to live here, they're proud to give back to our community.

Position Title	Docent
Location	Ocean Shores, WA
Employment Type	Part-Time, Non-Exempt
Salary Range	\$17 - \$18 / hr

### Application Timeline

1. Application submission period [Open January 20]
2. Application review begins [February 7]
3. Initial phone interviews [February 9 - 10]
4. In-person interviews [February 16 - 18]
5. Job offer sent [March 9]

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## Summary of Role

The Docent will be primarily responsible for implementation of the CIC's visitor services programs at the CIC museum, and will also be responsible for some aspects of CIC bookstore administration, of educational program assistance, and of volunteer training and program assistance. Though this position is created as a part-time position at the docent/coordinator level, there is potential room for growth in terms of hours worked and role within the organization, all dependent on the incumbent's ability to grow with the position. *We strongly encourage all applicants who are interested to apply: even if you feel you do not have all necessary qualifications, we still value your interest!*

### Benefits

This position is not eligible for remote work at this time. This position is not eligible for flexible scheduling (i.e. working on a schedule of your own choosing), however all shift schedules are made with your participation. The CIC recognizes the need to provide competitive compensation and benefits; we want all staff to feel valued for their contributions to the team. At this time we're building a two-year roadmap through the year 2026 to both (1) create a pay schedule and benefits package that fairly rewards staff and (2) to implement that roadmap. More details about benefits can be shared during the interview phase of this job application process.

### Community Accountability

As an organization that prioritizes community learning, community stewardship, and community belonging, it's important that the CIC is accountable to our partners, supporters, volunteers, and students. We're actively developing a plan that will positively impact our internal and external operations. More details about community accountability can be shared during the interview phase of this job application process.

## Summary of Responsibilities

### Visitor Services - 90% of hours

**Front Desk** - The Docent will be the first CIC employee that visitors to the CIC museum see, and therefore, the Docent is responsible for effectively managing the operations of the museum front desk, including: (1) welcoming visitors and then managing admissions workflow; (2) sharing Grays Harbor area knowledge with visitors who may have questions about natural and/or cultural resources, area history, tourist activities; (3) managing bookstore purchase workflow; (4) restocking inventory of bookstore and informational materials; (5) accurately accounting for all donations, purchases, counting and recording cash, placing cash securely in the safe; (6) continually developing knowledge of the exhibits and scientific facts; (7) assisting with operational duties as delegated by supervisor; (8) maintaining required training certifications (as paid for by CIC); (9) understanding and implementing safety/risk management procedures for the facilities during museum operations.

Because the docent is the face of the CIC Museum, the expectation of all docents is that they enthusiastically and positively represent the CIC mission, vision, and values when interacting with all museum visitors.

**Volunteer Ambassadors** - Working alongside the Docent at the front desk or as they walk around the museum, Volunteer Ambassadors are CIC volunteers who may assist the Docent in accomplishing their visitor services role. The Docent is responsible for ensuring that the Volunteer Ambassador feels valued as a volunteer, enjoys their volunteer experience, and is proud of their affiliation with the CIC during their volunteer time. The Volunteer Ambassador can assist the Docent in a manner that is approved by the Executive Director.

**Situational Awareness** - As the employee most involved in the day-to-day operations of the CIC's visitor services, the Docent is responsible for observing and recording operational successes and challenges of museum admissions, bookstore, and other related activities.

**Museum Upkeep** - The Docent will ensure that the CIC museum is in good operating condition for all visitors, this includes checking exhibits before and after each shift, cleaning and organizing some parts of the CIC museum (including bathrooms), noting needed supplies, as well as any exterior needs. Every docent shift will include cleaning assignments both before and after public open hours.

#### **General Administration & Meetings - 5% of hours**

**Reporting** - The Docent will file a "Docent Report" upon completion of each shift and will regularly report any supply or maintenance needs to the relevant staff member.

**Meetings** - As a CIC employee, the Docent will conduct regular check-in meetings and an annual performance review with their relevant supervisor; in addition, Docents will participate in monthly all-staff meetings and other trainings, meetings, and/or retreats as directed.

#### **Program Assistance - 5% of hours**

**Program Implementation** - Coordinating with Education and Outreach staff, the Docent may participate in the implementation of CIC-led or CIC-partnered educational or outreach programs. This programming may take place at the CIC museum or at other locations in Grays Harbor County.

## **Standards & Practices**

The Docent will uphold the mission, vision, and values of the Coastal Interpretive Center, more information about which is available on the CIC website. Additionally, the Docent will actively participate in the culture of the CIC, promoting not only the organization's mission, vision, and values, but also the shared success of the organization through active collaboration with staff and board.



## Necessary Qualifications

- Commitment to community and serving persons of all ages, abilities, and backgrounds
- Commitment to the shared growth of the CIC team and of the community
- Commitment to try, and if necessary, try again differently
- Commitment to transparency, collaboration, and accountability
- Commitment to self-reflection and situational humility
- Ability to work independently but under supervision
- Ability to work interactively with other team members
- Ability to self-teach new skills but to ask for help when needed
- Ability to switch between tasks and prioritize tasks as needed
- Ability to provide and receive feedback
- Ability to work in-person at the CIC campus
- Ability to pass Washington State background check (applies to all CIC staff and volunteers)
- Experience thinking proactively to spot issues before they arise and thinking creatively to create solutions when necessary
- Experience working in a retail environment
- Experience providing customers of varying backgrounds and characteristics with good quality service
- Valid Washington State driver's license and ability to drive as needed
- Willingness to work outside normal business hours on occasion
- Interest in Grays Harbor's and Pacific Washington's biology, geology, ecology, and anthropology

## Desired Qualifications

- Knowledge of local biology, geology, ecology, and anthropology
- Public Speaking (*can be learned on the job*)
- Elementary and Middle School-level education (*can be learned on the job*)
- Experience in a non-profit or educational environment

## Physical Requirements

While performing the duties of this position, the employee is required to sit for long periods of time, listen and respond to verbal instruction and direction, read and respond in writing to verbal instruction and direction, and use a computer on a consistent basis. The employee must occasionally lift and/or move up to 50 pounds. Noise level in the work environment can be variable.



## Application Instructions

This position description is intended only to describe the Docent position – this is not an application! To apply for the position of CIC Docent, please visit [www.interpretivecenter.org/careers](http://www.interpretivecenter.org/careers) and click on the link titled “Click here for application instructions”. You will be directed to a Google Form which will contain instructions on how to email your resume and complete the online application. After completing the application, you will receive email confirmation. All questions about the position not answered in this position description can be directed to CIC Executive Director, Jacob: [jbaker@interpretivecenter.org](mailto:jbaker@interpretivecenter.org).

*Coastal Interpretive Center is an Equal Opportunity Employer. The Coastal Interpretive center does not discriminate based on race, religion, color, sex, gender identity, sexual orientation, age, non-disqualifying physical or mental disability, national origin, veteran status, or any other basis covered by appropriate law. All employment is decided based on qualifications, merit, and business need.*