



Volunteer Position Description

Title: Mansion Docent

Employment Status: Volunteer

Who We Are: Hillwood's mission is to welcome, delight, and engage all visitors with an experience inspired by the life of founder Marjorie Merriweather Post and her passion for beauty, art, history, and gardens. Today, Hillwood's dedicated staff and volunteers carry forward Post's story, ensuring that every visit offers a meaningful and enriching experience.

Time Commitment: A minimum of two, four-hour shifts (11 a.m.-3 p.m., Tuesday through Sunday) per month, contributing approximately 100 hours per year.

Additional shifts are available, including two-hour shifts (typically 3-5 p.m., Friday through Sunday), private tours, or on-station support during programs and events.

Upon completing training, docents commit to a minimum of two years of service.

What You'll Do: Mansion Docents are integral members of Hillwood's volunteer cohort who lead guided tours that provide the best possible visitor experience by bringing to life the story of Hillwood, its estate, collection, and founder Marjorie Merriweather Post. The main duties include:

Tour Facilitation

- Conduct regularly scheduled public tours of the mansion throughout the year. Tours are offered at 11:30 a.m. and 1:30 p.m., Tuesday through Sunday and at 3:30 p.m., Friday through Sunday.
- Assist in facilitating the collection of tickets and movement of visitors for the docent-led tours.
- Conduct private tours for groups scheduled at custom tour times, as needed.

On-station Support

- Serve on-station in the mansion, dacha, Adirondack building, or other buildings during public programs and special events.
- Greet visitors, provide directions, answer specific questions about the mansion and objects in the collection, and explain the use of the mobile audio tour.

Scheduling: Mansion Docents:

- Self-schedule via Volgistics, Hillwood's online scheduling software.
- Serve on a flexible schedule by signing up for shifts that best fit their availability. Shift options may vary from week to week.



- Attend regular volunteer continuing education sessions and any scheduled mandatory volunteer training sessions.
- Participate in periodic reviews.
- Honor the time commitment requested of all docents.

Who You Are:

To be successful in this volunteer role, Hillwood is seeking individuals who:

- Display a commitment to, enthusiasm for, and comfort with conversing with a diverse range of people.
- Exhibit qualities such as:
 - Warmth, empathy, and enthusiasm
 - Flexibility, patience, and positivity
 - Attention to detail and professionalism
- Demonstrate a strong interest in decorative arts, the museum's collection, and founder.
- Are comfortable using basic technology (email, scheduling platforms).
- Are reliable and timely in responding to communications.
- Are able to meet the annual service commitment.
- Demonstrate a commitment to the spirit of Hillwood's mission, vision, and interpretive messages, and keep them at the forefront of all endeavors.

Additional Assets (not required):

- Fluency in one or more foreign languages.
- Background in education, interpretation, or visitor engagement.

Organizational Relationships:

Mansion Docents:

- Report to the head of volunteer & employee engagement
- Collaborate closely with visitor services and interpretation staff
- Foster respectful, inclusive interactions with staff, fellow volunteers, and visitors of all backgrounds

Membership Encouraged:

Hillwood maintains a vibrant membership program that directly supports the museum's mission. Volunteers are strongly encouraged to hold an active membership, which enhances their connection to the organization and supports their ambassadorial role.

To join or renew, please call 202.686.5807 or visit the [Membership](#) page on Hillwood's website.

Work Environment:

The work environment and physical demands outlined below reflect those typically encountered by a docent while performing the essential functions of the volunteer role:

Docents are regularly required to:

- Communicate professionally in person, by phone, and via email or other electronic platforms.
- Stand for extended periods of time.



- Ascent and descend stairs.
- Move within their assigned areas, between buildings, and across the campus grounds.
- Visually observe, assess, and identify people, objects, and environmental conditions.

Notice:

The preceding volunteer description has been designed to indicate the general nature and essential duties and responsibilities of work performed by a Mansion Docent. It may not contain a comprehensive inventory of all duties, responsibilities, and qualifications required of volunteers to do this role.

To Apply:

Become A Part of Our Legacy

We are a progressive, equal opportunity organization and all interested parties are encouraged to apply. For prompt consideration, please complete this [online application](#).