



POSITION DESCRIPTION

Position Title: Docent, Water is Life Program
Department: Public Programs
Prepared Date: January 18, 2012
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POSITION SUMMARY: Academy docents are the front line educators for the Academy and are vital to truly platinum guest experiences. They engage Academy guests in interactive science learning and exploration with the guests taking the lead and guiding the engagement. Docents inspire curiosity and an interest in learning more by acting as facilitators for a learning opportunity. They share their excitement and passion without having to be the “expert”.

Water is Life docents explore the wonders of the under-water world including the Northern California coast including local tidepools, Philippine coral reefs, and the ever-changing Water Planet Gallery of the Steinhart Aquarium. With more than 38,000 live animals from around the world on exhibit, there is always a “wow factor” for conversing with Academy visitors. Docents will engage guests in a largely conversational manner.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Engage Academy guests at the Tidepool and on the main floor while providing accurate information.
- Express enthusiasm and passion for the Academy mission and science education
- Have a passion for excellence
- Be creative and innovative
- Exhibit all Academy core values: Leadership by Example, Connection with Visitors, Education, Scientific Integrity, Respect, Community, and Fun.
- Commit to three 3.5-hour shifts a month for a year, evening monthly meetings, and support of exhibit-related special events.
- Wear an orange lab coat as the docent uniform.
- Pass a background check.
- Follow all Academy safety regulations
- Other duties as assigned

QUALIFICATIONS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION and/or EXPERIENCE:

The ideal candidate will possess a combination of the following education and/or equivalent experience

- Must be at least 18 years or older and have completed high school
- Have a strong interest in science and the exhibit topics
- Able to attend all training sessions and evening specialty meetings.

KNOWLEDGE, SKILLS AND ABILITIES:

- A strong interest in the exhibit topics



- A desire and ability to talk with a wide variety of people
- Customer service oriented and the ability to interact with staff/volunteers/guests appropriately.
- A belief in the Academy's core values,
- Be prompt and reliable in attendance.
- Notify the docent staff and daily team leader of any absence or planned vacation.
- Follow instructions and request clarification when in doubt.
- Understand that you are not in a position to speak for the Academy, make statements that could be construed as Academy policy, or sign official correspondence unless preapproved by staff.
- Observe ethical standards of conduct as outlined.
- Accept periodic assessment.
- Notify the docent staff of any changes in personal information (e.g. address, email, phone, etc.).
- Have access to, use and read email.
- Ability to understand and accurately follow instructions
- Ability to responsibly handle delicate specimens and objects
- Be flexible and open minded of changes to your shift, the program, and Academy

LANGUAGE SKILLS: Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to understand scientific topics and communicate that information in a way Academy guests can understand. Ability to speak effectively before groups or individuals.

PHYSICAL DEMANDS & 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 may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the docent is frequently required to stand, sit, walk, and reach with hands and arms, and talk or hear. Ability to lift 20 pounds. Ability to perform repetitive motions 50% of time. Must be able to stand for long periods of time to engage guests on museum floor. Must be able to reach arms and hands into the cold water of the Discovery Tidepool.

The position requires frequent visits to the museum public floor (walking on concrete floors, climbing stairs) and outdoors (walking in uneven ground, exposed to the elements), tolerating high levels of noise, and extensive public speaking, sometimes in noisy environments.

The California Academy of Sciences is an Equal Opportunity Employer and welcomes applications from individuals who will contribute to its diversity.

The California Academy of Sciences is a non-smoking facility. There is also no smoking in Golden Gate Park.