



Volunteer Job Descriptions

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Volunteer Position: Academy for Lifelong Learning (ALL)

Position Description

ALL volunteers help CBMM achieve our mission through ongoing opportunities for education. Volunteers assist in identifying knowledgeable instructors to lead courses of interesting topics, identifying various local venues for hosting courses, and promoting the offerings and mission of ALL and CBMM.

Location

CBMM and local venues

Reports to

Academy for Lifelong Learning President

Duties & Responsibilities

- Offer ideas for interesting course topics and instructors
- Identify local venues for course offerings
- Facilitate courses to ensure they run smoothly

Expectations & Commitment

- Understand the demographic of ALL's audience and be able to properly tend to their interests
- Attend monthly meetings and maintain communication with fellow ALL volunteers with regards to the status of current and future course offerings
- Assistance requested prior to and during the months of ALL semesters: mid-January through the end of May and mid-September through mid-November

Volunteer Position: Administrative Assistant

Position Description

Administrative Assistants help the various museum departments and staff with mailings, data entry, and other administrative tasks. This may include but is not limited to membership, development, or finance.

Location

Administrative offices

Reports to

CBMM staff as assigned

Duties & Responsibilities

- Folding and preparing mailings
- General administrative assistance
- Electronic data entry

Expectations & Commitment

- Ability to remain stationary at a desk for several hours at a time
- Computer proficiency preferred: Microsoft Word and Excel
- Weekly shift preferred, Monday through Friday, 9am-1pm or 1-5pm

Volunteer Position: Boat Donations Assistant

Position Description

Boat Donations volunteers assist the Boat Donations Department with various tasks relating to the acquisition, maintenance, and sale of boats and related merchandise which has been donated to the Museum.

Location

Higgins House office, CBMM campus, Pea Neck Road storage facility, surrounding areas and waters

Reports to

Boat Donations Program Director or Boat Donations Program Manager

Duties & Responsibilities

- Assist with the physical transport of boats either by water or trailer
- Assist with maintenance and preparation for sale of boats
- Assist with the yearly auction (September) – preparation, set-up, paperwork, logistics

Expectations & Commitment

- Knowledge of sailing and motor boating helpful
- Captain's license or experience operating boats preferred
- Willingness to assist with preparations for the yearly boat auction, including boat preparation, transportation, or administrative tasks
- Availability to help weekdays and weekends, when called

Volunteer Position: Boatshop

Position Description

Assist Boatshop staff in the maintenance, repair, and restoration of the floating exhibits and boats on dry exhibit

Location

CBMM Boatshop

Reports to

Boatshop Manager or Boatshop Programs Manager

Duties & Responsibilities

- Assist Boatyard staff with maintenance, repair, and restoration of the floating fleet and boats on dry exhibit
- Interact with guests and provide information regarding the museum, current projects, the floating fleet, Apprentice for a Day Program, and Chesapeake Bay boats

Expectations & Commitment

- Possess a working knowledge of boat maintenance and repair, including scraping, caulking, painting, etc.
- Moderate to advanced carpentry/woodworking skills and familiarity with hand and power tools
- Ability to follow directions and safety regulations set forth by CBMM
- Weekly shifts preferred during museum hours

Volunteer Description: Children's Programs

Position Description

Children's Programs volunteers assist education staff with hands-on programming for children. This may include Sea Squirts Summer Camp, the winter STEAM Team Program, or other customized children's programs.

Location

Dorchester House & CBMM Campus

Reports to

School & Family Programs Manager

Duties & Responsibilities

- Assist lead educator with hands-on educational activities as part of our scheduled children's programs
- Ensure safety of participating children while maintaining a fun, educational environment

Expectations & Commitment

- Enjoy interacting with children and families and be able to communicate effectively with individuals of all ages
- Ability to work with others; enthusiastic, dependable, and flexible
- Seasonal commitment, which may include weekends

Training

- CPR/First Aid certification preferred; offered occasionally by CBMM on a selected basis

Volunteer Position: Docent/Interpreter

Position Description

Facilitate engaging and accurate conversations and activities for Museum visitors to promote a deeper understanding of the Chesapeake Bay region and its history.

Location

CBMM Campus

Reports to

Director of Education / School & Family Programs Manager

Duties & Responsibilities

- Guide visitors of all ages and abilities on tours of the Museum to ensure a memorable and positive visit
- Staff individual exhibitions as needed

Expectations & Commitment

- Ability to work with a team; enthusiastic, dependable, and flexible
- Enjoy interacting with the public and communicate effectively with individuals, families, and school groups
- Comfort with addressing small groups and conversing with a diverse range of people
- Familiarize self with Chesapeake-related topics, CBMM exhibits, and tour content
- Willingness to learn and utilize new interpretive techniques
- Docents are required to sign up for shifts in advance on the volunteer website
- Commitment to lead tours regularly throughout the year

Training

- Complete a specialized training focused on touring skills, interpretive techniques, and Chesapeake Bay history (typically offered March each year)
- Optional additional trainings for specialized student tours (typically offered April each year)
- On-going meetings, presentations, workshops, and field trips are offered to all CBMM volunteers, including monthly education meetings on the third Wednesday of each month

Volunteer Position: Exhibitions Assistant

Position Description

Exhibitions Assistants help exhibitions staff on a project-by-project basis. This may include exhibitions maintenance, construction/installation of changing exhibits, and uninstallation of closed exhibits.

Location

CBMM campus

Reports to

Exhibitions Specialist

Duties & Responsibilities

- Construction and installation of exhibition displays
- Unpack or package objects to be installed in or uninstalled from CBMM exhibits
- Assist with planning exhibition layout and object/signage placement
- Maintenance of current exhibitions to ensure proper physical condition and cleanliness

Expectations & Commitment

- Ability to carefully handle valuable or fragile objects and lift up to 40 pounds
- Skilled in operation of basic workshop tools
- Assistance is requested on an as-needed basis, which will vary depending on current exhibitions schedules

Volunteer Position: Gardener

Position Description

Volunteer gardeners work with the museum's Facilities Manager and groundskeeper to beautify and maintain the Museum's gardens.

Location

CBMM campus

Reports to

Facilities Manager

Duties & Responsibilities

- Beautify and maintain the museum's gardens
- Shovel, hoe, dig, plant, weed, prune, and haul garden trimmings as needed

Expectations & Commitment

- Maintain a love for gardening and a basic knowledge of plant and weed identification
- Physical ability to shovel, hoe, dig, plant, weed, prune, and haul garden trimmings
- Ability to work independently, as well as with a team
- Seasonal commitment requested, as needed. Come during the best weather!

Volunteer Position: Greeter

Position Description

CBMM Greeters deliver exceptional customer service by greeting visitors, providing a brief orientation of campus, answering questions, and providing information about daily events.

Location

Welcome Center or Museum Store, depending on the season

Reports to

Director of Education

Duties & Responsibilities

- Offer a welcoming, friendly presence to guests when they arrive
- Provide exceptional customer service by communicating basic information about the CBMM campus and its exhibits
- Inform guests of any special activities or demonstrations happening on campus on the day of their visit

Expectations & Commitment

- Possess a friendly, outgoing personality with strong customer service skills
- Ability to communicate and interact with a diverse audience
- Familiarize self with the Visitor Guide and the CBMM campus, including the themes of each exhibit building
- Communicate with staff to learn of any special activities or demonstrations on campus on the day of your service
- Greeters are required to sign up for shifts in advance on the volunteer website
- Weekly or biweekly shifts preferred; shifts available daily 10am-1pm or 1-4pm

Training:

- Complete a one-session Greeter Training, offered in the spring of each year
- On-going meetings, presentations, workshops, and field trips are offered to all CBMM volunteers, including monthly education meetings on the third Wednesday of each month

Volunteer Position: Marina Assistant

Position Description

Marina Assistants accompany Guest Services staff in greeting and servicing vessels arriving to and departing from the museum's members-only marina.

Location

Welcome Center and CBMM docks

Reports to

Dockmaster

Duties & Responsibilities

- Assist with museum marina operations, including docking boats, providing pump-out procedures, and proactively attending to the needs of our boating members and vessels
- Greet boaters on campus or as they enter the Welcome Center
- Report maintenance needs or dangerous conditions to the Dockmaster

Expectations & Commitment

- Experience in a marina setting; familiarity with docking, boats, and boaters
- Assist, as needed, during times of CBMM's greatest need: Friday through Sunday, May through October

Volunteer Position: Model Guild

Position Description

Model Guild volunteers work individually and in a group environment to learn about the art of building a model boat to scale. Model Guild volunteers support the museum by leading courses in various model building techniques, as well as constructing models for exhibitions and sale in the Museum Store.

Location

Bay History building

Reports to

Model Guild President

Duties & Responsibilities

- Learn the art of model making
- Contribute to the creation of model boats for CBMM use
- Interact with museum visitors with regards to Model Guild projects and programs

Expectations & Commitment

- Ability to work with powered and non-powered hand tools
- Maintain a current knowledge of the museum and its programs
- Willingness to interact with museum visitors to discuss current and ongoing projects, the process of model making, and the role of a Model Guild volunteer
- Ability to learn and respect all safety requirements instituted by the Model Guild and the museum
- The Model Guild meets every Monday morning and volunteers are asked to participate in special events, which may take place on some weekends

Volunteer Position: Museum Store Clerk

Position Description

Volunteer Store Clerks promote sales, wait on patrons, and complete sales transactions.

Location

Museum Store

Reports to

Store Manager or Assistant Store Manager

Duties & Responsibilities

- Promote sales, wait on patrons, and complete sales transactions
- Provide positive, courteous service at all times
- Respond to visitor questions regarding the museum and its exhibitions or programs
- Clean and dust sales areas as needed
- Re-stock shelves and card racks as needed
- Maintain sales stock as needed
- Price merchandise
- Create new displays and re-decorate windows

Expectations & Commitment

- Ability to work well with patrons of all ages
- Maintain a current knowledge of the museum and the Museum Store
- Have a comfortable knowledge of basic mathematics
- Aptitude for the computer and willingness to learn CBMM's Point of Sale system
- Shifts available daily, during museum hours of operation

Volunteer Position: On-the-Water Programs

Position Description

On-the-water programs volunteers are made up of volunteer captains and crew who lead cruises and programs on museum vessels.

Location

Museum vessels, departing from and returning to CBMM docks

Reports to

Assistant Curator of Watercraft

Duties & Responsibilities

- Run regular and scheduled cruises on various museum vessels
- Ensure the safety of museum visitors through safe boating practices and handling skills
- Interact with visitors to offer a sense of place in a fun and dynamic way

Expectations & Commitment

- Ability to work with a team; enthusiastic, dependable, and flexible
- Enjoy interacting with the public and communicate effectively with individuals, families, and school groups
- Continue to expand subject knowledge and familiarity with museum vessels, as well as the social and cultural history of the Chesapeake Bay
- Willingness to learn and utilize new interpretive techniques and apply critical procedures to ensure the safety of passengers
- Captains and crew are required to sign up for shifts in advance on the volunteer website
- Minimum of six shifts required yearly; on-the-water programs generally run May through October, with scenic *Winnie Estelle* cruises typically running Friday through Monday

Training

- Captains with at least a 50-ton license must spend time one-on-one with our Assistant Curator of Watercraft to ensure comfort in handling the vessel
- All crew must participate in multiple training sessions which involve dockside, on-the-water, and interpretive training, as well as testing to ensure physical agility
- All on-the-water volunteers must participate in a Coast Guard approved drug-testing program and must be willing and able to submit to random drug screens, as called, by the third-party contractor

Volunteer Position: Receptionist

Position Description

Volunteer receptionists are responsible for ensuring that all administrative office visitors and callers are greeted and provided with the information requested. In doing so, receptionists must promote a positive public image to members, visitors, and the local community.

Location

Eagle House Reception Desk

Reports to

Assistant to the President

Duties & Responsibilities

- Proactively greet visitors as they arrive into the administrative offices
- Provide visitors with museum and community information as requested
- Answer phones and handle inquiries in a professional manner, transferring calls to appropriate staff as needed
- Provide phone coverage during special events as needed on weekends and evenings
- Keep receptionist area organized and clean
- Assist staff with administrative tasks that can be done in reception area as requested, e.g. museum mailings, creating press kits, etc.

Expectations & Commitment

- Excellent customer service and verbal communication skills
- Ability to interact with the public in a positive, optimistic, and enthusiastic manner
- Knowledge of and familiarity with museum operations, events, programs, and activities
- Four-hour weekly shift required; 9am-1pm or 1-5pm, Monday through Friday

Volunteer Position: Small Craft Rentals Attendant

Position Description

Small Craft Rental Attendants assist with the implementation of the museum's small craft rental program with the goal of enhancing public access to the Bay.

Location

Fogg's Cove, floating docks

Reports to

Boatyard Programs Manager

Duties & Responsibilities

- Assist with daily program preparation, implementation, and clean-up, including providing all necessary boat and safety equipment and preparing vessels for participants
- Monitor and ensure safety of program participants while on the water

Expectations & Commitment

- Knowledge of and familiarity with basic sailboat rigs and boat handling
- Ability to comfortably climb on and off floating docks and be able to lift 40 pounds
- Weekly, four-hour shift preferred; program runs Wednesday through Sunday, June through August

Training

- CPR/First Aid certification preferred; offered occasionally by CBMM on a selected basis

Volunteer Position: Special Events

Position Description

Volunteers play a vital role in making special events a success at the museum. Events volunteers can help in various ways including directing guests through the admissions gate, with boat ride signups, activity signups, as greeters and information providers and many other important jobs. CBMM's special events could not take place without the dedicated help from our volunteers.

Location

CBMM grounds

Reports to

Director of Events

Duties & Responsibilities

- Greet patrons
- Sell food or drinks (TIPS certification required for alcohol servers)
- Sign up members and guests for boat rides
- Assist with educational crafts for children
- Assist the admissions gate by greeting visitors and checking for admissions stickers
- Answer phones and appropriately direct inquiries
- Respond to visitor information requests
- Help staff at museum membership tables to provide information and hospitality
- Provide security at museum gates to allow access only to authorized individuals

Expectations & Commitment

- Ensure a positive guest experience and safety and contact appropriate staff should an issue arise
- Knowledge of event activities and their location on campus
- Provide courteous service at all times
- Four-hour shift during special events (usually weekends); shifts vary slightly depending on the assignment