



POSITION DATA

JOB TITLE: Docent
DEPARTMENT: Visitor Services
REPORTS TO: Volunteer Coordinator/VS Manager
DATE: Ongoing
STATUS: Volunteer

ORGANIZATION

Alamo Complex Management (“ACM”) is a 501(c)3 non-profit organization that is the official partner of the Texas General Land Office to manage the Alamo complex and tell the story of the Cradle of Texas Liberty to millions of visitors each year. It is a sister organization of the Alamo Endowment and the Remember the Alamo Foundation. The ACM staff mission is to create an unforgettable experience for visitors that teaches the Alamo’s 300-year history and honors those who paid the ultimate price in defense of the Alamo and the legacy of their heroism. ACM employs and manages the staff that administer the daily operating functions and visitor experience at this newly-recognized World Heritage Site. The ACM staff is led by a Chief Operations Officer and includes departments that focus on Curation, Conservation, Education & History, Facilities, Finance, HR, IT, Marketing, Security, Visitor Services, and Retail Contractors.

POSITION SCOPE

The volunteers at the Alamo are often the face of the Alamo, interacting with millions of visitors annually. When visitors come to the Alamo, they are treated as a guest entering our home, with our famous Texas hospitality.

The primary purpose for the Alamo volunteer program is to provide a meaningful experience for all visitors through personal interaction and a high degree of customer service. Alamo docents share the 300 year history of the Alamo with visitors, while providing a presence inside the historic buildings and grounds.

DUTIES, RESPONSIBILITIES & ESSENTIAL FUNCTIONS

- Maintain a presence in the historic buildings and on the grounds by answering questions and interacting with visitors on topics including regional, national & international history, as well as more general questions about the San Antonio area.
- Facilitate the showing of The Alamo: Crossroads of History film in the Long Barrack Museum
- Assist Visitor Services staff with coordinating the movement of visitors through the historic buildings and grounds.
- Docents may be asked to assist the Education and Visitor Services departments with special events throughout the year.

REQUIRED QUALIFICATIONS

- Must possess an interest in the history of Texas and the Alamo.
- Must be able to respond to questions promptly and accurately.
- Must be able to interact with visitors from a wide variety of backgrounds and maintain a consistently high level of customer service.
- Must be a confident public speaker.
- Must have a positive attitude.

**300 Alamo Plaza
San Antonio, Texas 78205
210.225.1391 ♦ thealamo.org**

Job Description

Docent

- Must maintain a professional, courteous and positive demeanor in all interactions with visitors, staff & fellow docents.
- Must be willing to participate in a training program.
- Must be able to speak, read, and write English.
- Must successfully complete a background check and drug test.
- Must be at least 18 years of age.

GENERAL INFORMATION

- This is a Volunteer position.
 - Docents are expected to give at least 12 hours of service to the Alamo per month.
 - The schedule is flexible and can fit your needs as well as that of the Alamo.
 - Generally, the hours docents are needed are 9:00-5:30 both weekdays & weekends.
 - Please visit our web site at www.thealamo.org to learn more.
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HOW TO APPLY

- Please send an email to Volunteer/Intern Coordinator, volunteer@thealamo.org.
 - Include Volunteer Inquiry in the email subject field
 - Please indicate the location where posting was seen
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