



**PEEC**

Pajarito Environmental  
Education Center

## Volunteer Docent Job Description

The docent's primary responsibilities are to create an inviting and welcoming nature center experience that connects visitors and shoppers to the nature of the Pajarito Plateau. This volunteer position also includes customer service, interpretive tasks, gift shop sales, and opening and closing procedures.

### Qualifications

- Desire to connect with people of our community, surrounding areas, and visitors from around the world.
- An interest to learn more about the environment of the Pajarito Plateau.
- Ability to use a computer and willingness to learn cash-register.
- Availability to work a minimum of four hours monthly.

### Primary Responsibilities

- Most Importantly, welcome all guests in a positive and friendly manner as they enter the building. You are the "face" of the nature center and the first encounter guests experience.
- Excellent customer service and communication skills.
- Handle sales of:
  - Planetarium tickets, planetarium vouchers, and ticket redemption.
  - Gift Shop purchases.
- Stay within eye distance of gift-shop.
- Handle restocking inventory and general gift shop upkeep (fluffing).
- Orienting: Offer a brief, clear explanation of exhibits, facility, and PEEC programs.
- Education: Answer questions, offer tips and nature facts, steer guests toward further information that will enhance the learning aspect of their visit.
- Spot-check exhibits and let staff know if any upkeep is needed.
- Assist or know how to open or close the center.
- Keep center tidy, especially children's play area.
- Confidence to utilize staff as needed. If you have any questions, ask a staff member.