



WISTARIAHURST

Self-Guided Tour Volunteer Position Description

About Wistariahurst:

Wistariahurst is an educational and cultural center owned and operated by the City of Holyoke and supported by Historic Holyoke at Wistariahurst. Wistariahurst is dedicated to preserving Holyoke's history and inspiring an appreciation of history and culture through educational programs, exhibits and special events. Listed on the National Register of Historic Places, Wistariahurst is the former home of William Skinner, a prominent silk manufacturer and was built in 1874. Today, Wistariahurst offers a wide variety of public programs and events including: workshops, concerts, lectures and demonstrations and serves the community through educational programs, community partnerships, history projects, and outreach activities. More information is available at www.Wistariahurst.org

Position Summary:

Self-guided tour volunteers prepare the house for visitors by turning on lights, opening doors, and putting out signs as needed. Volunteers also assist staff with closing procedures at the end of their shifts.

Self-guided tour volunteers serve as ambassadors for the museum and of the City of Holyoke. They should be prepared to greet visitors as they arrive, distribute self-guided tour brochures, orient visitors to the house, and answer basic questions. Volunteers are expected to learn basic facts regarding the history of Holyoke, the Skinner Family, the house, the gardens, and the museum. They should also familiarize themselves with upcoming programs and events at the museum and sites around Holyoke.

Volunteers oversee visitors while they tour the house. Volunteers make sure visitors stay in areas open to the public and are not being inadvertently or deliberately destructive.

Volunteers should be comfortable doing basic cash-handling and credit-card processing for tour admissions. They should also be comfortable answering the phone and taking phone messages.

Knowledge, Skills, and Abilities Required:

Reliability, ability to retain basic historical facts, punctuality, enthusiasm, money handling skills, responsiveness to questions, professionalism, awareness of surroundings, willingness to take directions, willingness to be trained, telephone skills, technological familiarity

Knowledge, Skills, and Abilities Preferred:

Basic word-processing skills, ability to read handwriting, proofreading, knowledge of Holyoke history

Availability:

Volunteers must be available for at least one shift per week. Self-guided tour volunteer shifts are Sunday – Wednesday, 11:45AM – 4:00PM, April – mid-November.

Training:

Training will be provided for qualified candidates. Candidates must be available to attend *two* four-hour training sessions scheduled during normal volunteer shift hours.

To Apply:

Please submit a completed volunteer application (available at <https://wistariahurst.org/about-us/volunteer-opportunities/>) by Friday, February 22.

Applications can be mailed to 238 Cabot St., Holyoke, MA, 01040 or emailed to zulkiewicz@holyoke.org.