

Volunteer Position Descriptions



Chesapeake Bay Maritime Museum
213 N. Talbot Street
St. Michaels, Md. 21663

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CBMM Volunteer Program

Thank you for your interest in the Chesapeake Bay Maritime Museum’s volunteer opportunities! The purpose of CBMM’s Volunteer Program is to engage community members to participate in CBMM’s mission to make the Chesapeake Bay available and accessible to people of all backgrounds and abilities. CBMM fosters a collaborative environment where volunteers are empowered to participate and grow.

Please review the volunteer position descriptions in this document. You can click on any item in the Table of Contents to go directly to that page.

Role: Administration and Support

Administrative Support

Description/Impact

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

Location

CBMM campus, administrative offices, some off-campus and remote opportunities

Staff Contact

Various CBMM staff contacts

Duties and Responsibilities

- Folding and preparing mailings
- General administrative assistance
- Electronic data entry
- Program and event guest check-in
- Preparing program and event materials
- Driving materials from CBMM to community members and organizations
- Supporting CBMM Volunteer Program needs

Expectations and Commitment

- Ability to remain stationary at a desk for several hours at a time
- Computer proficiency preferred: Microsoft Word and Excel
- Regular weekly shifts and one-time/as-needed/project-based shifts available

Qualifications and Training

- Any relevant training will be provided

Role: Clubs and Affiliates

CBMM's volunteer affiliates provide recreational opportunities for community members to learn new hobbies and share their favorites with our guests.

Log Canoe Crew

Description/Impact

CBMM owns and operates a log canoe as part of the Floating Fleet. Log Canoe Crew volunteers help maintain and sail in races and demonstrations as needed.

Location

CBMM and other race locations

Staff Contact

Volunteer & Education Manager

Affiliate Contact

Log Canoe Skipper

Duties and Responsibilities

- Attend log canoe seasonal races around the Chesapeake Bay region to operate the boat or support the operating crew
- Help transport the racing log canoe from its home location at CBMM to other locations for races
- Help maintain racing log canoe during scheduled maintenance session, including sanding, painting, repairing cloth sails, and more

Expectations and Commitment

- Arrive in advance of race time as determined by the Skipper to support race preparation
- Ability to maintain physical stability on small and unstable vessels

Qualifications and Training

- Experience sailing preferred, specific log canoe training will be provided
- Experience with racing tactics and sail trim a plus

Log Canoe Crew (cont'd)

- Participate in multiple training sessions which involve dockside and on-the-water safety, as well as testing to ensure physical agility
- Must have current, valid driver's license to drive CBMM vehicles that transport participating CBMM vessels and must be skilled at driving large vehicles that tow vessels

Log Canoe Skipper (Lead Volunteer)

Currently filled—See Lead Volunteer position description in Volunteer Program Leadership section

Model Guild Member

Description/Impact

Model Guild member volunteers work individually and in a group environment to learn about the art of building a model boat to scale and share with CBMM guests. 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 office, CBMM campus

Staff Contact

Volunteer & Education Manager

Affiliate Contact

Model Guild President (Lead Volunteer)

Duties and Responsibilities

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

Expectations and Commitment

- Ability to work safely with powered and non-powered hand tools
- Maintain a current knowledge of CBMM and its programs
- Willingness to interact with museum guests 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 CBMM
- The Model Guild meets every Monday morning and volunteers are asked to participate in special events, which may take place on some weekends

Qualifications and Training

- Experience working with powered and non-powered hand tools preferred
- Any relevant training will be provided

Model Guild President (Lead Volunteer)

Currently filled—See Lead Volunteer position description in Volunteer Program Leadership section

Model Sailing Club Commodore (Lead Volunteer)

Currently filled—See Lead Volunteer position description in Volunteer Program Leadership section

Model Sailing Club Member

Description/Impact

Model Sailing Club Members practice and share the skills and interest of Radio Controlled Sailing Craft with CBMM's guests. Model Sailing Club Members focus on model sailing vessels and sometimes work with display models or powered (electrical or steam) boats. The Model Sailing Club's primary emphasis is on Radio Controlled Skipjacks which are built to plans from 1980 and raced.

Location

Bay History building, CBMM Campus, other regional regatta locations

Staff Contact

Volunteer & Education Manager

Affiliate Contact

Model Sailing Club Commodore

Duties and Responsibilities

- Interact with CBMM guests with regards to Model Sailing Club projects and demonstrations
- Bring your model boat(s) to demonstrate at the appropriate meetings, and regattas, and events
- Annual dues of \$20 are collected each year to support the Model Sailing Club's needs

Expectations and Commitment

- Enthusiastic about buying or building Radio Controlled Sailing craft
- Attend regattas and Club meetings
- Own a model boat to use with Club activities

Qualifications and Training

- Any relevant training will be provided

Role: Communications

Communications/Marketing Support

Description coming soon!

Photographer-Videographer

Description/Impact

Photographer-Videographer volunteers attend CBMM's events and activities to capture still images and video footage. Media like this helps CBMM share and promote campus and the Chesapeake with a much broader audience that may not be able to visit.

Location

CBMM campus

Staff Contact

Senior Communications Manager

Duties and Responsibilities

- Attend events and activities designated by the Communications department
- Create a visual story with both wide angle and close-up shots
- Upload and share processed images and edited footage with Communications staff shortly after event

Expectations and Commitment

- Provide professional quality still images and/or edited video
- Be respectful of all guests, participants, and CBMM staff, taking care not to interfere with their work or activity
- All equipment, including camera, lenses, lighting, and sound equipment to be owned or rented by volunteer
- Comfort level with photographing and interviewing people
- Visit CBMM campus on a regular basis to explore additional photo and video opportunities

Qualifications and Training

- Advanced amateur or professional photojournalism or event photography experience
- Thorough knowledge of post processing, video editing, and uploading/sharing high resolution files
- Portfolio may be requested for review

Role: Curatorial and Exhibitions

Curatorial Support

Description/Impact

Curatorial volunteers assist with a wide variety of tasks that help preserve CBMM's collections and make them accessible to our guests and the public.

Location

CBMM Campus, Collections Storage/Library building, some remote/at-home

Staff Contact

Curator & Folklife Center Manager

Duties and Responsibilities

- Research, measure, and enter information about objects (cataloging) into the database Proficio
- Handle and move objects in storage and on exhibit for the purpose of inventory, storage, and installation
- Perform numbering and selected preservation tasks
- Photograph objects and/or assist with photography and naming of image files

Expectations and Commitment

- Apply specific techniques and procedures to ensure the protection and preservation of culturally significant artifacts
- Record detailed and precise information according to museum best practices
- A willingness to ask questions and clarify processes
- Ability to follow detailed written and verbal instructions
- Some tasks require the ability to assist and apply training independently
- Schedule regular shifts in advance with staff contact, typically half-days
- Ability to be flexible and assist outside regular days with notice a plus

Qualifications and Training

- Strong computer and keyboarding skills for cataloging tasks
- Good computer file navigation and troubleshooting ability
- The ability to lift more than 30 pounds desirable for certain tasks

Curatorial Support (cont'd)

- Good research skills, accuracy in data entry essential for cataloging; knowledge of maritime history, collectibles, art, etc. a plus
- Training in artifact handling, database entry, specific processes, and support will be provided

Exhibitions Care Support

Description/Impact

Exhibitions Care Support help maintain exhibition areas to properly display and preserve CBMM's collections, as well as provide a positive exhibitions experience for guests. This involves keeping exhibition areas clean, reporting any potential concerns to exhibitions staff, and adjusting exhibition displays under the direct supervision of exhibitions staff.

Location

CBMM exhibition areas

Staff Contact

Exhibitions Manager

Duties and Responsibilities

- Monitor exhibition areas for appropriate temperature, humidity, and potential problems with exhibition areas in order to prevent damage to collections
- Basic care and cleaning of current exhibitions to ensure proper physical condition and appearance
- Basic care and maintenance of crab shedding tanks, crab pots, and creatures inside
- Reset interactive exhibition components regularly
- Report any potential issues to staff contact

Expectations and Commitment

- Independently motivated to support daily exhibition needs
- Ability to carefully handle valuable or fragile objects
- Assist curatorial and exhibitions staff in exhibition installation tasks
- Knowledge of Chesapeake Bay wildlife preferred
- Regular shifts preferred

Qualifications and Training

- Volunteers will be trained on best practices for cleaning and handling artifacts and display items as necessary
- Any other relevant training will be provided

Exhibitions Development Support

Description/Impact

Exhibitions Development Support involves helping exhibitions staff on a project-by-project basis. This may include exhibitions construction or installation of changing exhibits and deinstallation of closed exhibits.

Location

CBMM campus

Staff Contact

Exhibitions Manager

Duties and 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 and 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 based on project schedules

Qualifications and Training

- Volunteers will be trained on best practices for cleaning and handling artifacts and display items as necessary
- Any other relevant training will be provided

Folklife Center Support

Description/Impact

In 2020, CBMM became a regional folklife center for the upper Eastern Shore, funded by the Maryland State Arts Council's Maryland Traditions program. A goal of our folklife center is becoming a community resource for oral history training and research serving partner organizations of all sizes. Folklife centers collect, preserve, digitize, and provide broader public access to folklife and oral histories. Folklife Center Support volunteers may assist with a variety of tasks, including collections administrative support and conducting oral history interviews.

Location

Collections Storage/Library, some remote/at-home options as appropriate

Staff Contact

Curator & Folklife Center Manager, additional oversight by other collections staff

Duties and Responsibilities

- Catalog oral histories and manuscript collections into the database Proficio
- Assess, sort, and list groups of materials to maintain and update inventories
- Connect with narrators or family members to coordinate documents and photographs
- Facilitate the transcription and recording process as needed
- Perform research, prepare questions, and conduct interviews according to best practices

Expectations and Commitment

- Ability to learn and record detailed and precise information according to museum best practices
- Sensitivity to narrator privacy and preferences regarding interview content
- A willingness to ask questions and clarify processes
- Ability to follow detailed written and verbal instructions
- Regular work hours/days (typically half-days) scheduled in advance with staff or in coordination with narrators

Qualifications and Training

- Strong computer and keyboarding skills for database cataloging
- Comfort and skill with technology, including computer file navigation, troubleshooting, and digital video recorder devices

Folklore Center Support (cont'd)

- Attention to detail and accuracy in data entry
- Good communication and interpersonal skills when contacting narrators
- Excellent research skills and an aptitude to learn CBMM's collections and computer-based search tools essential for answering inquiries
- Knowledge of maritime and Chesapeake history a plus
- Most tasks require the ability to apply training independently
- Relevant training in oral histories and folklife documentation will be provided

Library and Archives Support

Description/Impact

Library and Archives Support volunteers help carry out a wide variety of tasks that help preserve CBMM's collections and make them accessible to our guests and the public. Volunteers may assist with one or more tasks depending on their interests and skills.

Location

CBMM Campus, Collections Storage/Library building, some remote/at-home

Staff Contact

Curator & Folklife Center Manager

Duties and Responsibilities

- Catalog photographs, oral histories, and manuscript collections into the database Proficio using information provided and online/CBMM research
- Assess, sort, and list/inventory groups of library or manuscript materials in order to prepare finding aids
- Make book boxes and other specialized enclosures for fragile materials
- Shelf books and file materials
- Digitize photographs and other materials, name files, and add to catalog records
- Search CBMM library and other collections for information in order to respond to research and press requests, as well as for internal research needs

Expectations and Commitment

- Apply specific care and preservation practices when handling materials
- Record detailed and precise information according to museum best practices
- A willingness to ask questions and clarify processes
- Ability to assist and apply training independently
- The ability to follow detailed written and verbal instructions
- Schedule regular shifts in advance with staff contact, typically half-days

Qualifications and Training

- Strong computer and keyboarding skills for database cataloging
- Good computer file navigation, file management, and troubleshooting ability
- Accuracy in data entry essential for cataloging; attention to detail important overall

Library and Archives Support (cont'd)

- Knowledge of maritime and Chesapeake history a plus
- Excellent research skills and an aptitude to learn CBMM's collections and computer-based search tools essential for answering inquiries
- Experience using a scanner and naming/filing images
- Manual dexterity, hand skills important for making specialized enclosures

Role: Education and Interpretation

Docent/Interpreter

Description/Impact

Docents and Interpreters facilitate engaging and accurate conversations and activities for museum guests to promote a deeper understanding of the Chesapeake Bay region and its history. Docents and Interpreters provide a variety of guided tours and interactive experiences for students, adults, and families to inspire critical thinking and explore the cultural, historical, and ecological stories of the Chesapeake Bay.

Location

Docents: various areas around CBMM's campus

Interpreters: stationary in specific areas of CBMM's campus

Staff Contact

Volunteer & Education Manager

Duties and Responsibilities

- Guide guests of all ages and abilities on tours of the museum to ensure a memorable, safe, and positive visit
- Facilitate discussion and share CBMM's content in individual exhibitions as needed
- Customize and personalize the guest experience to meet their needs and interests
- Practice CBMM's organizational and service values
- Support, connect with, and collaborate with CBMM staff, other volunteers, and guests
- Prepare for tours with independent research/study as needed

Expectations and Commitment

- Enjoy interacting with a diverse range of guests and communicate effectively with individuals, families, and/or school groups in a formal or informal setting
- Flexibility and patience while addressing small groups and conversing with a diverse range of people
- Dependable with excellent interpersonal skills
- Willingness to learn and utilize new interpretive techniques and approaches

Docent/Interpreter (cont'd)

- Familiarize and keep up-to-date with Chesapeake-related topics, CBMM exhibits, specific tour content, and Volunteer Website for scheduling
- Complete all required trainings and participate in Mentor Program
- Commitment to lead tours regularly throughout the year

Training

- All Docents and Interpreters participate in the [CBMM Volunteer Docent/Interpreter Mentor Program](#) (file located in the Volunteer Resources Training folder)
- Complete trainings focused on interpretive techniques, group management, Chesapeake Bay content, CBMM tours, and the Guest Host position
- Ongoing meetings, presentations, workshops, and field trips

Docent Mentor

See Mentor position description in Volunteer Program Leadership section

Rising Tide Support

Description/Impact

The Rising Tide Support supports students and staff in the implementation of Rising Tide activities. These volunteers will teach technical skills to students in 6th-10th grade, modeling safety and positive character values as an integral part of their instruction.

Location

Workshop Annex and other program locations

Staff Contact

Rising Tide program staff lead

Duties and Responsibilities

- Supervise students using hand tools and power tools, facilitating a safe shop environment, and assisting students as needed.
- Prepare tools, materials, and shop space prior to the start of class, and stay after to assist in shop clean up.

Optional Responsibilities

- Ability to act as a back-up driver is an asset, but not a requirement. This includes driving the Rising Tide van to pick up students at the Easton YMCA at 3:00 and drop them off after class at 5:30.
- Interest in creating, developing, and leading hands on workshops relevant to programmatic goals.

Expectations and Commitment

- Actively promote and facilitate a positive, supportive, and welcoming group culture.
- Teach using a student-centered, "hands-off" approach. The projects are made for and by the students, so they should be doing the majority of the work, under the supervision and guidance of Rising Tide staff and volunteers.
- Be flexible and open. Our tasks in the shop vary from day to day, and you will be working with different students of varying skill throughout the school year.
- Communicate openly and patiently with each student without discrimination.
- Recognize and respectfully address concerns regarding students, volunteers, or staff demonstrating unsafe or disrespectful behavior. Intervene with students, staff, or other volunteers if safety is a concern.

Rising Tide Support (cont'd)

- Work cooperatively with other volunteers and Rising Tide staff.
- Availability to arrive prior to start of class to prepare tool, materials, and activities.
- Weekly commitment preferred

Qualifications and Training

- Demonstrated skill in the use of basic hand tools and power tools, adhering to all CBMM safety guidelines and modeling proper safety procedures as a role model in the program.
- Experience with teaching or mentoring, especially middle school students.
- Participate in CBMM volunteer and education trainings.

Rising Tide Van Driver

Description/Impact

Rising Tide is seeking a volunteer van driver to transport students between Easton and the Chesapeake Bay Maritime Museum. The van driver will leave CBMM in time to pick up students from the Easton YMCA and return them to CBMM campus prior to the start of afterschool activities and return students to Easton after activities end. Classes and workshops are typically held from 3:30 to 5:30, so the volunteer van driver will work from approximately 3:00 to 6:15 daily.

Location

CBMM campus and off-campus activities. Duties originate and terminate at CBMM campus with trips to Easton in between.

Staff Contact

Rising Tide program staff lead

Duties and Responsibilities

- Must obey all traffic laws. Driver will not use a cell phone while driving.
- Maintain a safe environment for passengers by: assisting with safe loading and unloading from the vehicle including both emergency situations and normal transport, and monitoring passengers during transit to maintain order and passenger safety.
- Drive safely, attempting to avoid traffic-related incidents, complaints, and accidents. In the eventuality of an accident or other emergency, the driver will respond appropriately to the situation.
- Communicate with parents, students, and CBMM staff regarding transportation schedule. Any issues that arise during the trip will be immediately reported to CBMM personnel.
- Perform pre-trip and post-trip inspections (e.g. fluid levels, tire pressure, exterior condition, etc.) to ensure the safe operating condition of the vehicle and meeting state requirements.
- Record daily mileage and vehicle condition reports, and incident/accident reports, as needed.

Expectations and Commitment

- Driver must be comfortable and capable of operating a 15-person van.

Rising Tide Van Driver (cont'd)

- Must have current, valid driver's license on file with CBMM to operate land-based or water-based vehicles owned by CBMM.
- Commitment to driving Rising Tide students to and from the Easton YMCA at least 1 day a week, Monday through Friday.

Qualifications and Training

- Must have current, valid driver's license.
- Driver must complete 15-passenger van safety training.

Transcriber

Description/Impact

Volunteer Transcribers help make CBMM's collections and programs accessible to a wider audience with broader accessibility needs. Transcribers listen to audio recordings, watch videos, or attend live sessions, type transcriptions of what was presented, and edit other transcriptions for accuracy.

Location

Remote/at-home, or in-person with a computer device

Staff Contact

Volunteer & Education Manager

Duties and Responsibilities

- Transcribe spoken word and visualizations from recorded or live audio/visual items and programs
- Edit transcriptions created from items
- Participate in task-specific Transcriber training

Expectations and Commitment

- Methodical commitment to accuracy and detail
- Shifts: Flexible. For every hour of listening content, up to five hours are required for transcription. Shifts can be self-determined and should be tracked individually.

Qualifications and Training

- Strong listening and keyboard/typing skills
- Basic computer file navigation and trouble shooting ability
- Specialized training will be provided
- Technical and computer support provided by Volunteer & Education Manager

Youth Programs Support

Description/Impact

Youth Programs Support volunteers support Education lead staff with hands-on programming for children and families. These programs include Summer Camp sessions, STEAM Team sessions, and other youth programs scheduled throughout the year.

Location

Dorchester House, CBMM Campus

Staff Contact

Youth Programs Coordinator

Duties and Responsibilities

- Assist lead educator with facilitating and preparing hands-on educational activities
- Ensure safety of participating children while maintaining a fun, educational environment

Expectations and 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
- Regular commitments for seasonal programs are preferred but not necessary

Training

- First Aid/CPR certification preferred but not necessary; offered occasionally by CBMM on a selected basis

Role: Facilities

Buildings and Grounds Support

Description coming soon!

Gardening

Description/Impact

Volunteer Gardening volunteers work with the CBMM facilities and groundskeeping staff to beautify and maintain CBMM's gardens. The garden spaces are maintained using environmentally conscious practices and include interpretive information to share the ways that people have lived with the environment in the Chesapeake Bay region.

Location

CBMM campus

Staff Contact

Facilities Director, additional oversight by Grounds & Equipment Lead

Duties and Responsibilities

- Coordinate with other Gardening volunteers to care for CBMM's garden spaces
- Support the creation of interpretive materials to share regional history, culture, and traditional environmental practices
- Shovel, hoe, dig, plant, weed, prune, and haul garden trimmings as needed

Expectations and 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

Qualifications and Training

- Knowledge of sustainable gardening practices preferred but not necessary
- Any relevant training will be provided

Gardening Lead Volunteer

See Lead Volunteer position description in Volunteer Program Leadership section

IT Support

Description coming soon!

Role: Guest Services and Events

Guest Host

Description/Impact

Guest Hosts are the face of CBMM, helping guests to feel comfortable and have a quality museum experience tailored to their needs and interests. Guest Hosts are committed to upholding and implementing CBMM's Service Values, providing an interpersonal network around campus for our guests.

Location

Various areas around campus, depending on the season

Staff Contact

Volunteer & Education Manager, additional oversight by Marina & Guest Services Manager and Museum Store Manager

Duties and Responsibilities

- Offer a welcoming, friendly face for guests when they arrive in your location
- Provide exceptional guest service by sharing basic information about the CBMM campus and answering any questions
- Share information about exhibits, any special activities, and demonstrations happening in your location and on campus on the day of their visit
- Provide directions and wayfinding advice for using the campus effectively
- Offer accessibility options that guests may be interested in taking advantage of
- Suggest ways that guests can experience CBMM, its campus, and St. Michaels according to their needs and interests

Expectations and Commitment

- Possess a friendly, outgoing personality with strong customer service skills
- Maintain a person-first, museum-wide perspective when interacting with guests
- Ability to communicate and interact with a diverse audience
- Familiarity with the Museum Guide, CBMM campus and mission, Service Values and DEAI initiatives, including the themes and descriptions of each exhibit
- Communicate with staff to learn of any special activities or demonstrations on campus on the day of your service

Guest Host (cont'd)

- Sign up for shifts in advance on the volunteer website. Additional shifts will be considered at the discretion of the staff contact. Regular shifts preferred

Qualifications and Training

- Complete Guest Host and annual Service Values Training
- Regularly attend monthly Volunteer Education Meetings to stay current with CBMM

Guest Host Mentor

See Mentor position description in Volunteer Program Leadership section

Receptionist

Description/Impact

Volunteer Receptionists greet all administrative office guests and callers and provide them with the information requested. Receptionists promote a positive public image to members, guests, and the local community, and are committed to upholding and implementing CBMM's mission, organizational values, and Service Values.

Location

Eagle House Reception Desk

Staff Contact

Volunteer & Education Manager, additional oversight by Marina & Guest Services Manager and Museum Store Manager

Duties and Responsibilities

- Proactively greet guests as they arrive into the administrative offices
- Provide guests 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 and 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
- Regular shifts preferred: 9am-1pm or 1-5pm, Monday through Friday

Qualifications and Training

- Any relevant training will be provided

Special Events

Description/Impact

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

Staff Contact

Festival Coordinator, additional oversight by staff leader for each event

Duties and Responsibilities

- Greet patrons and respond to marina guest needs
- 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 guests and checking for admissions stickers
- Answer phones and appropriately direct inquiries
- Respond to guest information requests
- Help staff at museum membership tables to provide information and hospitality
- Direct people without tickets to purchase them and enter through an approved entryway

Expectations and Commitment

- Ensure a positive guest experience and safety and contact appropriate staff should an issue arrive
- Knowledge of event activities and their location on campus
- Provide courteous service at all times
- Shifts during special events (usually weekends); shift timing varies depending on event/assignment

Qualifications and Training

- Any relevant training will be provided

Role: On-the-Water and Dockside

Boat Donation Program Support

Description/Impact

Boat Donations Support volunteers assist the Boat Donations Program with various tasks relating to the acquisition, basic maintenance, and sale of boats and related merchandise which has been donated to the museum. Vessels that are donated to and sold by this charity donation program support CBMM's mission financially and by helping more people gain access to the Chesapeake Bay waters.

Location

Higgins House office, CBMM campus, off campus storage facility, surrounding areas and waters

Staff Contact

Charity Boat Donations Program Operations Lead

Additional oversight by Director of Boat Donations & Sales

Duties and Responsibilities

- Assist with the physical transport of boats either by water or trailer
- Assist with care and preparation for sale of boats
- Assist with the yearly auction in September—preparation, set-up, paperwork, logistics

Expectations and Commitment

- Knowledge of sailing and motor boating helpful
- Captain's license or experience operating boats preferred but not necessary
- 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

Qualifications and Training

- Must have current, valid driver's license on file with CBMM to operate land-based or water-based vehicles owned by CBMM.
- Any relevant training will be provided

Boat Donation Program Repair Projects

Description/Impact

Boat Donation Program Repair Project volunteers share their craft working skills to complete minor repairs and maintenance tasks to better prepare the donated vessels to be sold. Vessels that are donated to and sold by this charity donation program support CBMM's mission financially and by helping more people gain access to the Chesapeake Bay waters.

Location

Higgins House office, CBMM campus and offsite locations, some off campus/remote opportunities

Staff Contact

Director of Boat Donations & Sales

Additional oversight by Boat Donations Program Operations Lead

Duties and Responsibilities

- Complete repairs to vessels donated to CBMM through the Boat Donations Program
- Follow the repair and maintenance plans provided by staff contacts and provide input as appropriate
- Follow directions and safety regulations set forth by CBMM when working on campus

Expectations and Commitment

- Ability to safely carry out repairs on vessels at CBMM or at your own workshop location as requested
- Willingness to assist with vessel preparations for the yearly boat auction in September preferred

Qualifications and Training

- Experience repairing wood, fiberglass, or other materials commonly found on different kinds of vessels. May be asked to provide work samples or demonstrate skills.
- Must have current, valid driver's license on file with CBMM to operate land-based or water-based vehicles owned by CBMM.

Log Canoe Crew

See Clubs and Affiliates section for position description

Log Canoe Skipper

See Lead Volunteer position description in Volunteer Program Leadership section

On-the-Water Programs

Description/Impact

On-the-Water Programs volunteers are made up of volunteer captains and crew who lead cruises and provide programs on museum vessels. On-the-Water Program volunteers focus on operating CBMM's vessels as much as interpreting and teaching CBMM guests. Due to logistics and insurance, CBMM limited the number of volunteer positions for on-the-water programs.

Location

Museum vessels, departing from and returning to CBMM docks

Staff Contact

Vice President of Shipyard Operations

Duties and Responsibilities

- Run regular and scheduled cruises on various museum vessels
- Ensure the safety of museum guests through safe boating practices and handling skills
- Interact with guests to offer a sense of place in a fun and dynamic way
- Interpret the environment, history, and culture of the Chesapeake Bay region to passengers

Expectations and 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 yearly: On-the-Water Programs generally run May through October, with scenic Winnie Estelle cruises typically running Friday through Monday
- Captains with at least a 50-ton license must spend time one-on-one with CBMM's Shipyard Manager for watercraft to ensure comfort in handling the vessel

On-the-Water Programs (cont'd)

- 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

Qualifications and Training

- 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
- Attend Content Training sessions to stay current with the latest research and information regarding the history, culture, and environment of the Chesapeake Bay region

Role: Operations

Operations Support

Description coming soon!

Role: Shipyard

Floating Fleet Support

Description/Impact

CBMM maintains a Floating Fleet of vessels that are historic and representative of the many designs developed and used on the Chesapeake Bay throughout its history. Since these vessels are afloat, regular care and repairs are required to preserve and share them with the public. This work is essential to the health and maintenance of this fleet while reflecting the care and work that is produced in the Shipyard. Floating Fleet Support volunteers work as a small team to help maintain the fleet.

Location

CBMM Shipyard, railway, and Floating Fleet slips

Staff Contact

Shipyard Education Programs Manager

Project and task oversight from the Floating Fleet Shipwright

Duties and Responsibilities

- Cleaning and regular maintenance of the vessels
- Prepping surfaces for maintenance
- Painting, sanding, and other cosmetic care
- Minor hardware and wood component repairs

Expectations and Commitment

- Ability to follow directions and safety regulations set forth by CBMM
- Ability to work on tasks individually and with the team
- Floating Fleet maintenance workdays happen every other Thursday during railway season, usually April through August. Workday shifts are 4-6 hours in the morning and early afternoon.

Qualifications and Training

- Must be comfortable working around boats, the Shipyard railway, and aboard vessels on the water
- Comfort working on scaffolding preferred but not required
- Any relevant training for specialized tasks will be provided

Shipyard General

Description/Impact

The CBMM Shipyard supports the organization's mission of educating the public and sharing the Chesapeake Bay's maritime history and culture. Shipyard volunteers support projects and regular maintenance carried out on CBMM's fleet of vessels as well as contracts and projects.

Location

CBMM Shipyard

Staff Contact

Vice President of Shipyard Operations

Duties and Responsibilities

- Assist shipyard 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 and 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 CBMM hours

Qualifications and Training

- Experience working with powered and hand-powered tools preferred
- Any relevant training for specialized tasks will be provided

Shipyard Special Projects

Description/Impact

The CBMM Shipyard supports the organization's mission of educating the public and sharing the Chesapeake Bay's maritime history and culture. Shipyard volunteers help carry out tasks on specialized projects taken on by the Shipyard.

Location

CBMM Shipyard

Staff Contact

Vice President of Shipyard Operations

Duties and Responsibilities

- Assist shipyard staff with maintenance, repair, and restoration of specialized projects
- Interact with guests and provide information regarding the specialized projects and other CBMM related questions

Expectations and 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 CBMM hours

Qualifications and Training

- Experience working with powered and hand-powered tools preferred
- Any relevant training for specialized tasks will be provided

Role: Student/Teen Opportunities

CBMM believes in providing experiential learning opportunities for students and teens that inspire and educate current and future stewards of the Chesapeake Bay. The following volunteer opportunities are open to students in grade school and college, ages 15 and up. Teens 15-17 must complete the CBMM Teen Volunteer Application, and additional permissions and forms may apply. CBMM Volunteer Hours can be counted toward service learning if requested in advance.

Counselor-in-Training

Description/Impact

Counselors-in-Training (CITs) assist with the implementation of CBMM's summer camp programs and promote a fun and safe environment to optimize each camper's experience. CBMM's summer camp programs create a fun, hands-on learning environment that includes on-the-water and environmental activities, stories, games, crafts, and other creative projects. CITs work alongside camp counselors to learn how to work with children and bring the Chesapeake to more families.

Location

Dorchester House, CBMM Campus

Staff Contact

Summer Camp staff lead

Additional oversight provided by Summer Camp Lead Instructor

Duties and Responsibilities

- Assist Lead Counselor/Program Manager with daily program preparation, implementation, and clean-up
- Assist with supervision, maintaining a safe camp environment
- Provide guidance to campers in a "mentor-type" capacity that promotes the values and objectives of the summer camp
- Engage in and help with camper activities in a way that helps cultivate a fun and relaxed environment for campers

Expectations and Commitment

- Must be at least 15 years old or have completed 9th grade

Counselor-in-Training (cont'd)

- Complete CBMM's summer employment application
- Complete medical information, consent, and release form
- Read and understand the Medical and Emergency Plans for the program
- "Lead by example" to help establish and maintain behavior standards for campers
- Maintain a consistent schedule as determined by camp needs

Training

- CBMM Summer Camp training is mandatory
- First Aid/CPR certification preferred; offered periodically by CBMM on a selected basis

Social Media Support

Position Description

Social media is a key tool in promoting CBMM's brand. Although social media plays a role in many people's personal lives, it is also an important marketing tool that organizations are increasingly reliant on—and an ever-expanding career opportunity. From sharing meaningful stories about the Chesapeake to informing the public of upcoming festivals and special events, this position has the opportunity to gain hands-on experience in a growing field for non-profit organizations.

Location

100% at-home/remote, opportunities on campus as requested

Staff Contact

Marketing & Communications Coordinator

Duties and Responsibilities

- Assist in data collection for post engagement and performance
- Contribute content for social media posts on Twitter, Instagram, and Facebook
- Provide support in post scheduling across Twitter, Instagram and Facebook

Expectations and Commitment

- Flexible schedule with staff contact and commitment to that schedule
- Must have an email address that is actively used and access to a computer
- Willing to work independently with support and guidance
- Ability to follow detailed written and verbal instructions
- Willing to ask questions and clarify processes
- Interest in learning different facets of professional social media use preferred, including: content creation, data analytics, customer service, strategy, collaborations with other departments, and more

Qualifications and Training

- Knowledge of APA style is preferred, but training can be available
- Basic understanding of Twitter, Instagram, and Facebook, whether it be through personal or professional use

Teen Gardening

Description/Impact

Gardening volunteers coordinate with the CBMM facilities and groundskeeping staff to beautify and maintain CBMM's gardens. The garden spaces are maintained using environmentally conscious practices and include interpretive information to share the ways that people have lived with the environment in the Chesapeake Bay region.

Location

CBMM campus

Staff Contact

Volunteer & Education Manager

Additional oversight provided by Grounds & Equipment Lead

Duties and Responsibilities

- Coordinate with other Gardener volunteers to care for CBMM's garden spaces
- Support the creation of interpretive materials to share regional history, culture, and traditional environmental practices
- Shovel, hoe, dig, plant, weed, prune, and haul garden trimmings as needed

Expectations and 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

Qualifications and Training

- Knowledge of sustainable gardening practices preferred but not necessary
- Any relevant training will be provided

Teen Guest Host

Description/Impact

Guest Hosts are the face of CBMM, helping guests to feel comfortable and have a quality museum experience tailored to their needs and interests. Guest Hosts are committed to upholding and implementing CBMM's Service Values, providing an interpersonal network around campus for our guests.

Location

Various areas around campus, depending on the season

Staff Contact

Volunteer & Education Manager, additional oversight by the Marina & Guest Services Manager and Museum Store Manager

Duties and Responsibilities

- Offer a welcoming, friendly face for guests when they arrive in your location
- Provide exceptional guest service by sharing basic information about the CBMM campus and answering any questions
- Share information about exhibits, any special activities, and demonstrations happening in your location and on campus on the day of their visit
- Provide directions and wayfinding advice for using the campus effectively
- Offer accessibility options that guests may be interested in taking advantage of
- Suggest ways that guests can experience CBMM, its campus, and St. Michaels according to their needs and interests

Expectations and Commitment

- Possess a friendly, outgoing personality with strong customer service skills
- Maintain a person-first, museum-wide perspective when interacting with guests
- Ability to communicate and interact with a diverse audience
- Familiarity with the Museum Guide, CBMM campus and mission, Service Values and DEAI initiatives, including the themes and descriptions of each exhibit
- Communicate with staff to learn of any special activities or demonstrations on campus on the day of your service
- Sign up for shifts in advance on the volunteer website. Additional shifts will be considered at the discretion of the staff contact.
- Regular shifts preferred

Teen Guest Host (cont'd)

Qualifications and Training

- Complete Guest Host and annual Service Values Training
- Regularly attend monthly Volunteer Education Meetings to stay current with CBMM

Teen Projects

Description/Impact

Students and teens who are interested in completing a specific project or a customized volunteer opportunity can submit the Teen Projects Form to propose a volunteer project/opportunity. Forms can be found in the CBMM Volunteer Program office. Projects/opportunities are accepted on a case-by-case basis. CBMM prioritizes projects and opportunities that will benefit the student/teen and the community in ways that align with CBMM's mission, organizational values, and Service Values. Read more at cbmm.org/about/mission-and-values.

Location

Various areas at CBMM

Staff Contacts

Volunteer & Education Manager

Additional oversight provided by staff contact sponsor and relevant departmental staff

Duties and Responsibilities

- Coordinate with staff contacts to carry out effective project management
- Practice CBMM's organizational and service values

Expectations and Commitment

- Take the initiative to lead your project and seek out support and help to complete it
- Work in partnership with the staff contacts to determine a project plan and schedule that everyone can achieve. If the staff contacts are unavailable to supervise on a certain day, coordinate with them to find an alternate time that works best or agree to skip that day.
- Complete the project within the defined project timeline

Qualifications and Training

- Staff contact sponsor and student/teen will work together to determine training needs.
- Teen Special Projects Form must be approved by Volunteer Program manager. Some revisions may be required and agreed to by the teen and staff contacts.
- Projects must align with CBMM's mission, values, and capabilities.

Youth Programs Support

Description/Impact

Youth Programs Support volunteers support Education lead staff with hands-on programming for children and families. These programs include Summer Camp sessions, STEAM Team sessions, and other youth programs scheduled throughout the year.

Location

Dorchester House, CBMM Campus

Staff Contact

Youth Programs Coordinator

Duties and Responsibilities

- Assist lead educator with facilitating and preparing hands-on educational activities
- Ensure safety of participating children while maintaining a fun, educational environment

Expectations and 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
- Regular commitments for seasonal programs are preferred but not necessary

Training

- First Aid/CPR certification preferred but not necessary; offered occasionally by CBMM on a selected basis

Role: Volunteer Program Leadership

Lead Volunteer

Description/Impact

Lead Volunteers work with CBMM staff to help coordinate volunteer activities around campus, identify and carry out tasks and activities for CBMM, and support their fellow volunteers. Lead volunteers help facilitate communication with a crew or group of volunteers for specific areas or sets of activities at the direction of staff contacts based on interests and skills. You must request to apply for this volunteer position. There are limited positions for each corresponding Role or assignment.

Location

Corresponding volunteer Role or assignment

Staff Contact

Volunteer & Education Manager

Additional oversight provided by staff contact for the appropriate volunteer Role or assignment

Duties and Responsibilities

- Keep consistent, regular, and supportive communication with the volunteers in the corresponding Role or assignment that includes the corresponding staff contact
- Assist staff and other volunteers in the planning and implementation of projects and initiatives
- Submit all project ideas, initiative ideas, and requested supplies to CBMM staff for approval prior to starting
- Understand and implement all CBMM procedures and policies, including safety and emergency procedures
- Follow and reinforce all CBMM procedures and policies

Expectations and Commitment

- Volunteer at CBMM on a consistent, regular basis
- Uphold and follow through with the expectations, commitments, and training requirements for the corresponding Role or assignment's volunteer position description

Lead Volunteer (cont'd)

- Ability to cooperate with others and willingness to support members of the broader volunteer team as requested
- Ability to speak effectively and respectfully to individuals and groups with different backgrounds, experiences, and opinions
- Respect privacy of all volunteers, staff, and guests. Lead Volunteer's preferred contact information will be shared with the volunteer program team members
- Serve as a representative of CBMM on campus and in the community, exemplifying the attributes associated with CBMM's mission, vision, and values

Qualifications and Training

- Regularly attend Volunteer Leadership meetings
- Stay current with the content shared by CBMM by regularly attending content training sessions

Mentor

Description/Impact

Volunteer Mentors provide guidance and support for volunteers learning and practicing a specific assignment at CBMM. These volunteer team leaders provide a collaborative atmosphere for individuals and groups of volunteers to learn and grow. You must request to apply for this volunteer position. There are limited positions for each corresponding Role or assignment.

Location

Various volunteer Roles and assignments

Staff Contact

Volunteer & Education Manager

Additional oversight provided by staff contact for the appropriate volunteer Role or assignment

Duties and Responsibilities

- Keep consistent, regular, and supportive communication with your assigned mentee volunteers that includes the corresponding staff contact
- Assist staff and other volunteers in the planning and implementation of projects and initiatives for the volunteers in your corresponding Role or assignment
- Submit all project ideas, initiative ideas, and requested supplies to CBMM staff for approval prior to starting
- Understand and implement all CBMM procedures and policies, including safety and emergency procedures
- Follow and reinforce all CBMM procedures and policies

Expectations and Commitment

- Volunteer at CBMM on a consistent, regular basis
- Ability to cooperate with others and willingness to support members of the broader volunteer team as requested
- Ability to speak effectively and respectfully to individuals and groups with different backgrounds, experiences, and opinions
- Uphold and follow through with the expectations, commitments, and training requirements for the corresponding Role or assignment's volunteer position description
- Respect privacy of all volunteers, staff, and guests. Mentor's preferred contact information will be shared with the volunteer program team members.

Mentor (cont'd)

- Serve as a representative of CBMM on campus and in the community, exemplifying the attributes associated with CBMM's mission, vision, and values

Qualifications and Training

- Regularly attend Volunteer Leadership and Mentor meetings
- Stay current with the content shared by CBMM by regularly attending content training sessions

Appendix: Changelog

October 2022:

- Updated Counselor-in-Training and Teen Gardening description/impact
- Added Social Media Support and Youth Programs Support to Student/Teen Opportunities Role

May 2022:

- Updated Position Description header to Description/Impact
- Updated Special Events position description
- Updated staff contact titles