



OKLAHOMA HERITAGE Association
GAYLORD-PICKENS Museum

Heritage Keeper Service Area Descriptions

Tours

HERITAGE STORYTELLER

Heritage Storytellers enrich group learning experiences by guiding scheduled Museum tours. As a vital link between the community and the Museum exhibits, Heritage Storytellers facilitate learning for visitors of all ages and backgrounds by helping them understand and appreciate our state's rich heritage. Additional training and preparation will be required. Tours and programs are on an on-call, as needed basis.

HERITAGE DOCENT

Heritage Docents have a thorough understanding and insight about the people, ideas, and themes represented in the museum. A strong dedication and passion is needed, along with a scholarly and engaging interpretation of Oklahoma's heritage, to advance to this level of volunteer service. A Heritage Docent's main duty is to lead group and special tours. In addition, Heritage Docents will participate in the training of Heritage Storytellers. Additional hours and training are required for this service area. Tours will be on an as needed basis. Heritage Docents are expected to maintain an active presence at the Association and Museum.

Special Events

HERITAGE HOST

Heritage Hosts enhance the Museum experience of each visitor by providing a warm welcome, sharing knowledge of the Association/Museum and exhibits, and answering questions during special events. Heritage Hosts should be comfortable interacting with people of all ages and backgrounds and possess an interest in Oklahoma heritage.

Heritage Hosts also need to be comfortable directing patrons to exhibits and answering questions regarding the Association, events and programs, as well as, providing customer service to patrons both in person and on the telephone. A general knowledge of the OKC metro area is also helpful in order to share with visitors other area attractions, accommodations and restaurants.

Heritage Hosts may be stationed at the admissions desk, gallery floors or where needed depending on the event. This service area is on an as-needed basis.

Behind the Scenes

HERITAGE HELPERS

Heritage Helpers provide support services to the staff of the Association and Museum. Heritage Helpers work behind the scenes helping with mailings, data entry, filing and other daily tasks to support our mission. Volunteers who wish to work in this service area will be supervised by a staff member in the department related to given tasks.