

National Mall and Memorial Parks
Volunteer Program



Interpretation Volunteer

Lockkeeper's House

What's Involved?

Interpretation Volunteers help the Lockkeeper's House function at its best by creating a hospitable, informative, and visitor-centered environment. The primary task of an Interpretation Volunteer is to interact with and assist visitors. This may include sharing historical and cultural information about the Lockkeeper's House, Constitution Gardens, and the National Mall as well as providing directions and orientation to the park and surrounding area. Volunteers may also have opportunities to assist with formal interpretive programs. Other duties include monitoring and recording visitation, greeting visitors and encouraging the sharing of stories, taking out and storing 'we're open' sandwich boards, maintaining brochure/map stock, and reporting safety, security, and maintenance concerns and emergencies.

What are the benefits?

- Gaining valuable job skills in education and hospitality in a public-facing role
- Being a part of a generous and dedicated volunteer corps
- Improving your storytelling skills
- Meeting people of all ages and backgrounds

The role is suitable for those with:

- Excellent communication skills
- A desire to assist visitors and provide outstanding customer service
- Enthusiasm, friendliness, and a positive attitude
- Interest in the presidential legacy of Dwight D. Eisenhower, World War II and D-Day, and the artistic and interpretive elements of the Memorial
- Willingness to learn new information to enhance your ability to educate and orient visitors

Commitment:

Suggested minimum of 6 months (two shifts per month, more encouraged). Preference given to a volunteer who can commit to a weekly shift. Shorter term summer involvement may also be available pending training and approval.

Site:

The Lockkeeper's House is located at the southwest corner of Constitution Avenue and 17th Street NW. No parking is provided to volunteers. Various metro stations (Federal Triangle, McPherson Square, Farragut North/West) are approximately a 15-minute walk away.

Requirements:

Age: 18 or older (younger applicants with parental/guardian approval may be considered). Volunteers must wear park-issued volunteer uniform and name tag. As representatives of The National Park Service and Trust for the National Mall, volunteers must adhere to the policies, procedures, and code of conduct as outlined in the volunteer handbook provided prior to or during training.

Physical Conditions

Volunteer work may include standing for long periods of time, walking short and long distances, climbing/descending steps and inclines. You may be exposed to inclement weather conditions, including heat/humidity, cold, rain, snow, and wind.

Hours / Days of Operation:

Days of operation: To Be Determined based on the number of available volunteers and expected busy periods.

Typically, Interpretation Volunteers will be onsite 7 days a week. Shifts are 4 hours each from 9am to 1pm and 1pm to 5pm. An additional shift from 5pm to 8pm may also be added. Shifts require registration in advance through SignUpGenius or a similar software (introduced during training).

Training:

- Volunteers attend an NPS-led training within their first year of service. Dates TBD.
- Volunteers will also be scheduled an orientation tour upon request.
- The first shift(s) will be alongside an experienced or NPS/TNM staff.

Support:

Training for this position will be provided. In addition, NPS guides, rangers, and TNM personnel will be available for questions and assistance via the radio or phone.

About The Trust for the National Mall:

The Trust for the National Mall is the leading nonprofit partner of the National Park Service (NPS) dedicated to restoring and improving the National Mall. We steward private support to design and deliver modern and resilient solutions that will transform the visitor experience and preserve the historic legacy of America's premier national park. The Trust is committed to preserving the National Mall as a symbol of our nation's ideals and civic purpose.

About the Dwight D. Eisenhower Memorial:

The memorial represents Eisenhower's legacy in a four-acre urban park at the base of Capitol Hill. Features include world-class architecture, a one-of-a-kind stainless-steel tapestry depicting the cliffs of Normandy during peacetime, heroic-sized bronze sculptures, and stone bas reliefs. The memorial will educate the public about pivotal moments in Eisenhower's life, including the D-Day and his time as President, when it opens in mid-September 2020.