

# Volunteer Position Description

**Position Title:** Gallery Volunteer

**Reports to:** Visitor Services Staff

**Time Commitment:** 3.5 hour shifts Tuesday–Sunday. Volunteers agree to an initial commitment of two shifts per month for one year.

**Purpose:** Alongside Visitor Services staff, Gallery Volunteers help provide a warm and welcoming presence to visitors in the galleries. The purpose of the position is to provide a friendly atmosphere, direct guests to educational resources and informally monitor galleries alongside security staff. *Please note this position has been created for the newly opened building and shifts and duties are subject to change as we use the building and understand visitor needs.*

## Responsibilities:

- Circulate throughout the museum to monitor galleries and visitor behavior; reporting any safety or security concerns to Visitor Services, Welcome Desk staff and/or security guard.
- Help explain the layout of the museum to orient visitors and assist with wayfinding (restrooms, visitor seating, Kirkland’s studio).
- Politely but assertively remind visitors of museum guidelines (no touching, no flash photography, no food or drinks in galleries).
- Direct visitors to educational resources such as object tags and informational handouts in galleries to help answer questions about the collection.
- Assist visitors in locating objects featured in the Highlights Guide.
- Answer general questions about the neighborhood.
- If there are no visitors in the galleries, study and learn about the collection.
- Other duties may include filling out a form to record gallery activity such as relevant questions from visitors, minor incidents and other information as needed by staff.

## Qualifications:

- Outgoing, friendly and flexible personality with an interest in interacting with museum visitors.
- Ability to commit to a long-term volunteer position and two shifts per month.
- Ability to use a computer for scheduling, email communication and educational purposes preferred. Knowledge and ability to use an iPad desirable.
- Comfort and ability to approach visitors and enforce museum guidelines.
- Ability to attend all required orientation and training sessions on the museum’s history, safety and customer service.
- Background in art, design, education and/or customer service preferred.
- Physical stamina to stand and walk around the museum for a 3.5 hour shift.

## Training:

- Mandatory training sessions for this position include an orientation on Monday, November 13 or Saturday, November 18, 2017; a training at the museum in January 2018 and safety and customer service training in February 2018.
- A mandatory annual safety update, ongoing training and continuing education sessions will be offered throughout the year.

## Benefits of Volunteering:

- Join an enthusiastic community of volunteers and staff interested in art and design.
- Outside scheduled shifts, volunteers enjoy free admission with one guest during public hours.
- Discounts on Museum Store merchandise and museum membership levels.