

Volunteer Position Description

Position Title: Greeter Volunteer
Reports to: Visitor Services Staff

Time Commitment: Three hour shifts Friday–Sunday, may include some evening shifts. Volunteers agree to an initial commitment of two shifts per month for one year.

Purpose: Greeters help provide a warm and welcoming presence to visitors. Greeters will be stationed at the museum entrance to welcome, direct and engage visitors, distribute general information, assist Welcome Desk and other Visitor Services 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:

- Ensure visitors find Welcome Desk to pay and receive an admission sticker.
- Take initiative to assist visitors as needed (i.e. open doors, help visitors with lockers, locate a wheelchair or portable chairs, etc.)
- Direct visitors to restrooms and other visitor amenities.
- Help ensure backpacks and large bags are placed in lockers before visitors enter the galleries.
- Assist visitors with wayfinding, explain the layout of museum and handout maps or brochures as needed.
- Be familiar with the museum building, the collections and current exhibitions.
- Politely but assertively remind visitors of the museum’s no touching, no food and drink policies.
- Answer general questions about the neighborhood, keep visitor traffic moving and high traffic areas clear.
- Suggest membership opportunities and handout membership brochures to interested individuals.
- Corral large groups, monitor Visitor Lounge area or assist in galleries as directed by Visitor Services staff.

Qualifications:

- Friendly, energetic and flexible with a desire to interact with museum visitors.
- Capacity 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.
- Some experience in customer service or hospitality preferred.
- Attend all required orientation and training sessions on the museum’s history, safety and customer service.
- Ability to stand and walk around the museum for the majority of a three-hour shift.
- All volunteers must pass a criminal background check and be 18 years or older.

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.