



## VOLUNTEER JOB DESCRIPTION Revised 12/2019

**Position:** Greeter

**Reports to:** Floor Manager/Volunteer Coordinator

**Objective:** Greeters create an engaging atmosphere for Museum visitors by welcoming them to the Museum. Greeters also promote events and Museum Membership, and provide customer service at all levels of the visitor experience.

**Responsibilities:**

- Welcomes visitors to the Museum and assist visitors in understanding the layout of the Museum
- Informs guests of the Museum's movie schedule
- Monitors the exhibit floor area
- Is knowledgeable about the overall themes presented in the Museum's exhibits
- Promotes Museum Membership, events, Science is Everywhere Camps, and the Museum Store
- Thanks visitors for coming to the Museum and encourages customer feedback
- Is knowledgeable about Museum's Collection & Donation policies
- May assist with educational programming and special projects as assigned

**Qualifications:**

- Enjoyment of lifelong learning, and a desire to teach others
- Interest in serving the general public
- Ability to be courteous, respectful, and patient with visitors
- Ability to communicate effectively with people of all backgrounds and ages
- Cooperative nature - the ability to work as part of a team and to accept instruction
- Sincere interest and/or a background in science
- Dependable and punctual
- Ability to monitor the exhibit floor, galleries, and Heritage Park

**Training Provided:**

- Volunteer orientation and training sessions
- Peer to peer mentoring
- Optional self-study materials
- One on one volunteer service reflection meeting with volunteer coordinator per year, held in January

**Time Commitment:**

- One 90-minute session for Volunteer Orientation
- One 4-hour shift weekly for one year, plus opportunities to assist with special programming or projects.
- Four Volunteer Meetings per year (60-minutes per session)
- Opportunities to attend supplemental content briefings (typically one session per month)
- Opportunities to attend Volunteer Round Table discussion sessions (one session every three months)

**Benefits:**

In addition to the numerous intangible benefits of volunteering at the Museum, you receive:

- Free Admission for the volunteer + 2 guest passes per volunteer per year.
- Invitations to the Museum's Special Events.
- An invitation for the volunteer and a guest to the Volunteer Appreciation Picnic, usually held in June.
- For those volunteers who complete 100 or more hours of volunteer service annually, an invitation for the volunteer and a guest to the Annual Holiday Volunteer Party, usually held in early December.

Printed Volunteer Name: \_\_\_\_\_

Volunteer Signature: \_\_\_\_\_

Date: \_\_\_\_\_