Title: Visitor Services Volunteer

Department or Team: Exhibition Operations, Visitor Services

Responsible to: Exhibition Operations Manager

Works with: Exhibition Operations Manager, Visitor Services Associates, External Partners, and the Public

Description of Role: The Visitor Services Volunteer assists in handling all front desk functions and is responsible for creating a welcoming experience for all guests. Operating as a brand ambassador and representing the museum by employing exemplary customer service practices, the Visitor Services Volunteer primary responsibilities include: processing admissions, answering the main telephone line, offering basic exhibit interpretation, providing concierge services, selling memberships and museum store merchandise, and supporting museum events.

Duties/Responsibilities:
- Greets clients, visitors, and guests; determines the purpose of each person’s visit and directs or escorts him or her to the appropriate location
- Maintain a clean, welcoming, and professional front desk environment
- Answers, screens, and directs phone calls to staff; takes messages and schedules appointments.
- Communicate with the public about the museum’s exhibits and programs
- Sell museum store merchandise and process museum memberships
- Demonstrates and explains merchandise, selecting and suggesting options suitable for the customer’s needs
- Assists customers with purchase decisions about merchandise and membership
- Assist with daily operations of the museum store: maintain a customer friendly appearance, replenish stock regularly, label new stock for clarity in pricing, maintain inventory storage, and promote sales and special offers
- Assist in reconciliation of museum store inventory
- Maintain contact with the supervisor throughout the operating day, reporting any issues or concerns immediately
- Perform administrative and clerical support tasks as needed
- Perform basic filing and recordkeeping as needed
- Receives mail, documents, packages, and courier deliveries and delivers or distributes items as needed
- Follow all COVID-19 operating policies ensuring visitor adherence
- Performs other duties as assigned

Skills/Qualifications Needed:
- Excellent verbal communication skills
- Excellent active listening skills
● Excellent sales and customer service skills
● Extensive knowledge of the merchandise sold
● Ability to anticipate customer’s needs
● Ability to recommend merchandise to customers
● Ability to operate or to quickly learn the museum point-of-sale system

**Desired Experience:**
● High school diploma or equivalent
● 1 year of customer service work experience
● Previous customer service and retail experience preferred

**Training:**
● Initial training and orientation will be provided, as well as additional support and training to be developed as the program grows

**Time Commitment:**
● Visitor Services Volunteers are expected to participate in at least four shifts per month
● Visitor Services Volunteers will typically be asked to commit at least 4 hours per shift
● Visitor Services Volunteers work during normal business hours during the weekday and/or weekends.
● Visitor Services Volunteers must be 16 years of age or older
● Visitor Services Volunteers may commit to helping as much as they are able to by registering for as many or as few shifts from those which are advertised in the MOFAD Volunteer Portal