OREGON MUSEUM OF SCIENCE AND INDUSTRY

Position Title: Spanish-Speaking Lobby Volunteer  
Department: Retail  
Reports To: Visitor Services Assistant Manager  
Unit: Visitor Services

POSITION SUMMARY: The Spanish-Speaking Lobby Volunteer provides excellent customer service to museum visitors as they enter the museum. He or she acts as a customer service representative in the main lobby who is available to translate for guests when needed. He or she also assists visitors by answering questions, giving directions, maintaining a safe environment, and assisting with problem solving.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Provide Spanish translation to help visitors effectively communicate with OMSI staff.
- Assist visitors by answering questions, making recommendations, and providing assistance.
- Provide excellent customer service.
- Understand membership rates and benefits and share this information with interested visitors.
- Know the layout of the museum and provide directions to visitors.
- Stay informed about museum exhibits, programs, and special events.
- Report any problems and unusual occurrences that arise to OMSI staff.
- Assist with safety procedures when necessary.

QUALIFICATIONS:

- Fluency in Spanish and the ability and desire to share the language with others.
- A positive, enthusiastic attitude and an outgoing personality.
- Excellent communication and customer service skills.
- Able to demonstrate diplomacy, patience and respect at all times with people of all ages and backgrounds.
- Able to work in a sometimes crowded, noisy, and chaotic environment.
- Able to walk and stand for extended periods.
- Dependable and punctual.
- Self-directed and able to work independently.
- Must present a professional appearance.
- Willing to follow OMSI rules and procedures.

VOLUNTEER BENEFITS:

- Training and a lifelong learning experience.
- Admission for the volunteer to the museum, OMNIMAX and Planetarium shows, and submarine tours.
- An OMSI Family Membership upon completion of 50 hours of volunteer service.
- Discounts in the OMSI Science Store and on-site restaurants.
- The opportunity to meet many new people and learn more about OMSI.

For more information, contact Volunteer Services at 503.239.7814 or VolunteerServices@omsi.edu.  
Visit our website at www.omsi.edu/volunteer.