OREGON MUSEUM OF SCIENCE AND INDUSTRY

Position Title: Visitor Services Volunteer – *Mummies of the World*

Department: Retail

Reports To: Visitor Services Supervisor and Staff

Unit: Visitor Services

POSITION SUMMARY: Visitor Services Volunteers welcome visitors to OMSI and provide them with friendly and helpful service as they enter and navigate through the *Mummies of the World* exhibit. The exhibit runs from June 14 to September 8, 2013, and volunteers are asked to commit to at least six shifts during that time period.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Greet visitors and welcome them to the exhibit.
- Take tickets at the entrance to the exhibit and monitor the exit of the exhibit.
- Assist visitors who need to leave and re-enter the exhibit in order to use the elevator to go from the downstairs to the upstairs portion of the exhibit.
- Assist visitors with understanding the layout of the exhibit and provide information about daily events associated with the exhibit.
- Let visitors know where they may enjoy food or beverages elsewhere in the museum.
- Give clear directions and provide accurate information other museum attractions and events.

QUALIFICATIONS:

- At least 14 years of age.
- Able to provide excellent customer service while enforcing rules.
- Eager to work with children, adults and organized groups of visitors.
- Able to speak in public and respond to visitor inquiries.
- Able to listen and communicate with people of diverse backgrounds and ages.
- Must present a professional appearance.
- Dependable and punctual.
- Self-directed and willing to take initiative.
- Willing to follow OMSI rules and procedures.
- Complete OMSI Introduction to Volunteering, Customer Service, and *Mummies of the World* trainings as well as participate in an in-depth tour of the museum with an experienced volunteer.

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