

# OREGON MUSEUM OF SCIENCE AND INDUSTRY

Position Title: Featured Exhibits Guest Services  
Volunteer – Discovery of King Tut  
Reports To: Guest Services Staff

Department: Retail  
Unit: Guest Services

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**POSITION SUMMARY:** Featured Exhibits Guest Services Volunteers provide OMSI visitors with friendly and helpful service as they navigate OMSI's featured exhibits. Volunteers are currently needed to support *The Discovery of King Tut*, running October 6, 2018 – January 27, 2019. After King Tut closes on January 27, 2019, Featured Exhibits Guest Services Volunteers will be asked if they wish to continue on with the next exhibit, or if they wish to be reassigned within the museum. All OMSI volunteers are asked to commit to weekly or every other week shifts for at least three months.

## **ESSENTIAL DUTIES AND RESPONSIBILITIES:**

- Welcome and greet visitors to the exhibit
- Volunteer alongside Guest Services Staff in taking and tearing tickets at the entrance to the exhibit and stamping hands for guest re-entry
- Engage with visitors as they leave the exhibit and monitor the exit of the exhibit, assisting guests with directions and additional information as needed.
- Provide direction to guests queuing for their ticketed time
- Partner with Guest Services Representatives and Supervisors in the collection and distribution of exhibit audio guides
- Provide visitors exhibit information such as layout and daily events.
- Let visitors know where they may enjoy food or beverages elsewhere in the museum.
- Give clear and accurate information about other museum attractions and events.

## **QUALIFICATIONS:**

- At least 14 years of age.
- Able to provide excellent customer service while communicating protocols.
- 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.

## **VOLUNTEER BENEFITS:**

- Customer service training and a lifelong learning experience.
- Admission for the volunteer to the museum, theater 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.

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**For more information, contact Volunteer Services at 503-239-7814 or  
VolunteerServices@omsi.edu  
Visit our website at [www.omsi.edu/volunteer](http://www.omsi.edu/volunteer)**