

OREGON MUSEUM OF SCIENCE AND INDUSTRY

Position Title: Featured Exhibits Guest Services
Volunteer – Robots Revolution

Department: Retail

Reports To: Guest Services Staff

Unit: Guest Services

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 *Robots Revolution*, running March 19 – September 3, 2018. After *Robots* closes on September 3, 2017, 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:

- Greet visitors and welcome them to the exhibit.
- Take tickets at the entrance to the exhibit and stamp hands.
- 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 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.

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