

# OREGON MUSEUM OF SCIENCE AND INDUSTRY

Position Title: Guest Services Greeter  
Reports To: Guest Services Assistant  
Manager & Staff

Department: Guest Services  
Location: OMSI Museum Lobby

**POSITION SUMMARY:** Greeters welcome visitors to OMSI as they enter the museum's exhibit halls and attractions, and provide them with friendly and helpful service to explore OMSI in a safe and welcoming environment. In this particular period, answering questions and stating OMSI protocols as related to COVID-19 will be an important additional aspect of the volunteer opportunity. Detailed training related to these protocols will be provided to volunteers.

## **ESSENTIAL DUTIES AND RESPONSIBILITIES:**

- Greet visitors and welcome them as they enter OMSI
- Encourage guests to follow safety protocols and museum procedures as expressed by Guest Services supervisors and OMSI staff, including social distancing guidelines and wearing protective face coverings
- Direct guests to appropriate lines to redeem pre-purchased tickets or purchase tickets onsite.
- Communicate clear and accurate information about the museum's exhibits, attractions and policies
- Assisting museum staff with additional guest support as needed, including but not limited to, operating the intro video and regulating the number of guests entering the Featured Hall exhibit.

## **KNOWLEDGE AND SKILLS:**

- Strong communication and customer service skills.
- Able to maintain a calm, pleasant, and cheerful demeanor in a variety of atmospheres.
- Able to listen to and communicate with people of diverse backgrounds, education levels, and ages.
- Dependable and punctual.
- Self-directed and willing to take initiative.
- Must present a professional appearance.
- Willing to follow OMSI rules and procedures.

## **SCHEDULE AND SUPPORT:**

- Start Date: 10/24/2020
- End Date: 02/15/2021
- Minimum number of hours: 4 hours per week or 8 hours per month
- Attend the following trainings or classes:
  - Volunteer Orientation
  - COVID-19 Safety Training

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To apply or learn more, visit our website at [www.oms.edu/volunteer](http://www.oms.edu/volunteer) or contact Volunteer Engagement at 503.239.7814 or [Volunteer@oms.edu](mailto:Volunteer@oms.edu)

## **OREGON MUSEUM OF SCIENCE AND INDUSTRY**

- Customer Service Training
- Featured Exhibit Overview

### **VOLUNTEER BENEFITS:**

- Training opportunities and a lifelong learning experience.
- Admission for the volunteer to the museum exhibits and attractions based on availability.
- An OMSI Family Membership upon completion of 50 hours of volunteer service.
- Discounts in the OMSI Science Store and on-site restaurants based on availability.
- The opportunity to meet many new people and learn more about OMSI.

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