OREGON MUSEUM OF SCIENCE AND INDUSTRY

Position Title: Guest Services Greeter  Department: Guest Services
Reports To: Guest Services Assistant  Location: OMSI Museum Lobby
Manager & Staff

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

To apply or learn more, visit our website at www.omsi.edu/volunteer or contact Volunteer Engagement at 503.239.7814 or Volunteer@omsi.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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