

# OREGON MUSEUM OF SCIENCE AND INDUSTRY

Position Title: Submarine Queuing Volunteer

Department: Retail

Reports To: Guest Services Assistant Managers and Staff

Unit: Guest Services

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**POSITION SUMMARY:** Submarine Queuing Volunteers coordinate with Blueback and Guest Services staff, and assist guests as they begin the tour experience of the USS Blueback submarine.

## **ESSENTIAL DUTIES AND RESPONSIBILITIES:**

- Coordinate with front desk and ticketing procedure to determine the number of tickets sold for each tour.
- Communicate with submarine staff using a 2-way radio.
- Collect guest tickets for tours and verify that visitors meet age and height guidelines for tour.
- Provide general information about the submarine to potential tour guests.
- Lead tour participants outside to the top of the boat ramp.

## **QUALIFICATIONS:**

- At least 16 years of age.
- Able to provide excellent customer service.
- Able to speak in public and respond to customer inquiries.
- Able to maintain a calm, pleasant, and cheerful demeanor in a variety of situations.
- 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:**

- 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 Engagement at 503.797.4596  
or [Volunteer@omsi.edu](mailto:Volunteer@omsi.edu).**

Visit our website at [www.omsi.edu/volunteer](http://www.omsi.edu/volunteer).