OREGON MUSEUM OF SCIENCE AND INDUSTRY

Position Title: Featured Exhibits Guest Services Volunteer – Game Masters
Department: Retail
Reports To: Guest Services staff and Shift Captain Unit: Guest Services

POSITION SUMMARY: Featured Exhibits Guest Services Volunteers welcome visitors to OMSI and provide them with friendly and helpful service as they enter and navigate OMSI’s major featured exhibits. Volunteers are currently needed to support the upcoming exhibit Game Masters, which runs from February 13 to May 8, 2016. Volunteers are asked to commit to weekly or every other week shifts during that time period.

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 18 years of age.
- Able to provide excellent customer service while enforcing rules.
- 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.
- Complete OMSI orientation and featured exhibit trainings, and participate in an in-depth tour of the museum with an experienced volunteer.

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.

For more information, contact Volunteer Services at 503.239.7814 or VolunteerServices@omsi.edu
Visit our website at www.omsi.edu/volunteer