OREGON MUSEUM OF SCIENCE AND INDUSTRY

Position Title: Guest Services Lobby Greeter
Department: Retail
Reports To: Guest Services Assistant Managers & Staff
Unit: Guest Services

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

POSITION SUMMARY: Lobby Greeters welcome visitors to OMSI and provide them with friendly and helpful service as they enter the museum. The available shifts are 9:30 am to 1:30 pm and 1:30 pm to 5:30 pm.

ESSENTIAL DUTIES AND RESPONSIBILITIES:
- Greet visitors and welcome them to the museum.
- Assist visitors in understanding the layout of the museum.
- Give clear directions and provide accurate information about events happening throughout the museum.
- Stay informed about membership rates and benefits and share this information with interested visitors.
- Organize groups for tours on the USS Blueback submarine as needed.
- Assist School Group Hosts with school groups as needed.
- Cover breaks for Greeter volunteers or fill in for an absent Greeter upon request.

QUALIFICATIONS:
- Currently seeking volunteers at least 18 years of age.
- Strong customer service and communication skills.
- Able to speak in public and respond with accuracy to customer inquiries.
- Able to read information printed on tickets.
- Able to tear perforated tickets.
- Able to maintain a calm, pleasant, and cheerful demeanor in a variety of atmospheres.
- Able to listen and communicate with people of diverse backgrounds and age levels.
- 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.