



Volunteer Position Description

Position Title: All in One Volunteer

Department: Development, Administration, Visitor Services, Education

Staff Supervisor: Visitor Services Supervisor

Position Description

The All in One Volunteer is trained for all volunteer positions to help where they are needed the most during their scheduled shift. The volunteer positions that the All in One Volunteer may hold are: Guest Guru, Celebrations Captain, Art Aficionado, Rooftop Ranger, Behind the Scenes Volunteer, or Log Cabin Leader.

Duties and Activities

- Assist in assigned exhibit for each shift (will vary)
- Answer visitor questions about the museum
- Help direct visitors within the museum
- Promote volunteerism at MCM
- Interacts with all visitors in a friendly, professional manner, with exemplary customer service
- Maintains current knowledge of: museum programs, services, events, and Downtown Madison
- Assist staff during emergency situations, following their directions
- Performs other tasks as requested by staff supervisor

Time Commitment

- Minimum 12 week commitment
- Choose 1 shift to attend on a weekly basis
- Shift times: Sunday through Saturday: 9:00 am – 11:00 am, 11:00 am – 1:00 pm, 1:00 pm – 3:00 pm, 3:00 pm – 5:00 pm. Also on Thursdays: 5:00 pm – 8:00 pm.
- Please note: shifts are filled on a first-come, first-serve basis

Qualifications: General

- Be at least 12 years old or be part of a Family Volunteer team
- Open availability during museum hours
- Able to work successfully as a team player
- Self-motivated and able to work well with little supervision
- Complete a Volunteer Application, clear a background check, and attend a volunteer interview
- Able to attend a General MCM Orientation and complete trainings specific to the volunteer positions

Qualifications: Physical

- Able to see and hear visitors and staff
- Able to communicate clearly with visitors and staff

Qualifications: Education

- Basic math, verbal, and communication skills

Preferred Knowledge and Skills

- Previous experience working with families and children
- Have held a customer service related position

Position Benefits

- Gain experience in a variety of subjects including science, art, and history
- Share skills with all many areas of the museum

Physical Demands and Environment

The physical demands and work environment characteristics described here are representative of those that must be met by a volunteer to successfully perform the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this position, the volunteer is regularly required to sit, walk, and bend over; frequently required to use hands to finger, handle, or feel; and required to talk, hear, and see with the ability to focus. The volunteer may occasionally lift and or move up to 30 pounds. The noise level in the work environment is usually moderate to loud.