



## Volunteer Position Description

**Position Title:** Celebration Captain

**Department:** Visitor Services

**Staff Supervisor:** Visitor Services Supervisor

### Position Description

The Celebration Captain helps the Visitor Services Department with party operations. Volunteers will help set up, greet and orient party guests, facilitate programs, clean up, and overall be an enthusiastic host/hostess. The volunteer will report on a daily basis to the Visitor Services Supervisor, who will direct the tasks of the volunteer.

### Duties and Activities

- Work with staff to greet and orient party guests
- Assist host family with serving or organizing guests, as needed
- Work with staff to prepare materials for birthday parties and clean up after
- Facilitate party programming (as needed)
- Assist staff with maintaining party supplies in Party Prep Room
- Assist staff during emergency situations, following their directions
- 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
- Performs other tasks as requested by the Visitor Services Supervisor

### Time Commitment

- Minimum 1 session (4 month) commitment
- Choose 1 shift to attend on a weekly basis
- Shift times: Saturday and Sundays: 9:30 am – 12:00 pm, 10:30 am – 1:00 pm, 12:00 pm-2:30 pm, 1:00 pm – 3:30 pm, 2:30 pm – 5:00 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 weekend museum hours
- Able to relate well to people of all ages and backgrounds
- Must be able to interpret social cues and make appropriate decisions
- 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 training specific to the volunteer position

### 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

- Experience working with children and/or families
- Have held a customer service related position
- Previous wait staff experience

### **Position Benefits**

- Interact with both children and adults
- Strengthen interpersonal and customer service skills
- Gain party planning experience

### **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.