



Volunteer Position Description

Position Title: Concourse Conductor
Department: Visitor Services
Staff Supervisor: Visitor Services Supervisor

Position Description

The Concourse Conductor interacts directly with museum visitors by greeting and engaging them to create a welcoming and rewarding experience. They politely check for hand stamps before visitors enter the "paid zone" and also answer questions about the museum.

Duties and Activities

- Greet visitors in the Community Concourse floor
- Check for hand stamps as visitors enter the "paid zone"
- 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
- 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: Sunday through Saturday: 10:00 am – 12:00 noon, 12:00 - 2:00 pm, and 2:00 pm - 4:00 pm. Also on Thursdays: 4:00 pm – 6:00 pm and 6:00 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 relate well to people of all ages and backgrounds
- 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

Position Benefits

- Interact with both children and adults
- Share talents with museum visitors
- Strengthen interpersonal and customer service skills

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 noise level in the work environment is usually moderate to loud.