



## Volunteer Position Description

**Position Title:** Guest Guru

**Department:** Visitor Services

**Staff Supervisor:** Visitor Services Supervisor

### Position Description

The Guest Guru volunteer will provide excellent guest service to visitors in the Possible-opolis exhibit, Wilderdest exhibit, and Community Concourse. Volunteer tasks will include floating between the Wilderdest, Possible-opolis and Community Concourse exhibits answering questions and directing visitors. Additional tasks may include assisting with upkeep of the exhibit spaces including resetting exhibits. Guest Guru volunteers may also assist the Visitor Services staff at the admissions desk by directing traffic flow, or checking hand stamps as visitors enter the museum.

### Duties and Activities

- Greets visitors and answers questions in the exhibits
- Interacts with all visitors in a friendly, professional manner, with exemplary guest service
- Greet visitors and direct traffic in the Community Concourse
- Check for hand stamps as visitors enter the “paid zone”
- Interact with visitors in the Wilderdest early learning exhibit designed for children ages birth to five years and assist with occasional education programs
- Interact with visitors in the Possible-opolis art and science exhibit designed for children ages six to twelve years and assist with occasional education programs
- Assist visitors with the life-size Gerbil Wheel and the Hodge Podge Mahal Climber in Possible-opolis
- Assists staff with upkeep of exhibit space including resetting exhibits
- Assist staff during emergency situations, following their directions
- Promote volunteerism at MCM
- Maintains a current knowledge of: museum programs, services, events, State Street, and the surrounding area
- 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, and 3:00 pm – 5:00 pm. Also on Thursdays: 5:00 – 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
- 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
- Background in Early Learning, Child Development, or Education
- Have held a customer service related position

**Position Benefits**

- Interact with both children and adults
- Gain customer service skills
- Learn more about educational program planning and facilitation for children

**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.