



## Volunteer Position Description

**Position Title:** Special Event Crew  
**Department:** Education, Development, or Visitor Services  
**Staff Supervisor:** Event Planner (varies)

### Position Description

The Special Event Volunteer will help at larger museum events on average, once a month. Volunteer tasks can vary depending on the event. However, some tasks may include directing visitors, informing them of the day's schedule, encouraging visitors to participate in activities, and helping facilitate educational programs. The Special Event Crew may also help facilitate programming at larger facility rental events.

### Duties and Activities

- Greets visitors and answers visitor questions
- Leads or assists with programming activities as requested
- 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 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 1 session (12 week) commitment
- Volunteer for at least 2 events within the session
- Event days and times vary but are typically scheduled on evenings and weekends
- Shift times vary but are typically 2 - 4 hours in length

### Qualifications: General

- Be at least 12 years old or be part of a Family Volunteer team
- Open availability during nights and weekends
- 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

### 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

### Position Benefits

- Interact with both children and adults
- Learn more about educational program planning and facilitation for large number of children
- Strengthen interpersonal and customer service skills
- Gain party planning and/or event 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.