

ChicagoHistoryMuseum

VOLUNTEER POSITION DESCRIPTION

POSITION TITLE: Museum Greeter

DEPARTMENT: Visitor & Member Services

STATUS: Non-employee.

POSITION SUMMARY: The purpose of this volunteer position is to greet and welcome visitors to the Chicago History Museum, primarily, but not limited to the school group audience.

This position will be comprised of four possible posts:

1. The Crown Room, off the first floor lobby, where the volunteer will support the efforts of the School Group Visit Coordinator and Visitor Services staff as they greet and welcome visiting school groups. Primary duties will include helping with coats, lunches, and communicating about the visit.
2. The main lobby / Crown Room, which are on the first floor where the volunteer will greet visitors as they enter the Museum and possibly direct them, answer questions, and determine interests through friendly conversation.
3. The 2nd floor Minow Lobby where the volunteer will similarly answer questions and direct visitors. School group visitors, in particular, may require specific assistance getting to the popular activity carts.
4. "L" Car # 1, where the volunteer will engage visitors (primarily school group visitors), in conversation that leads to close-looking and interpretation of this authentic, historic artifact.

During the volunteer shift, the volunteer may be at 1 or all of these posts depending on the busyness of the day, and/or how many volunteers are present.

Note: this position exists for individuals willing to volunteer their services without expectation or contemplation of compensation.

POSITION SPECIFIC DUTIES:

Qualified applicants will:

- Participate in informal training to become familiar with greeter duties, as well as the CHM brand of experience,
- Greet visitors entering the museum and direct them to the Ticketing Desk, Crown Family Room, Museum Store or North & Clark Café.
- Greet visitors in the 2nd floor Minow Lobby and direct them to galleries, event spaces and visitor amenities.
- Assist Visitor Services staff with the orientation of school groups.
- Assist Visitor Services staff with the orientation of adult group tour visitors.
- Assist visitors with audio tour equipment.
- Assist Visitor Services staff with administrative tasks related to school group orientation materials.
- Learn to direct student groups to activity carts.
- Learn basic information about "L" car #1 and be able to have conversation with visitors about this artifact.
- Participate in additional trainings which will serve as enrichment as well as professional development opportunities.
- Other duties as assigned

Note: it is fundamental that the volunteer's work serve a civic, public, charitable or humanitarian purpose.

REPORTS TO: Director of Visitor & Member Services

TRAINING

- Museum Greeters will receive information about "L" car #1, as well as the effective way to engage visitors in conversation about museum artifacts, and helping visitors make connections to museum material.
- Museum Greeters will be trained in how to answer questions about the locations of museum exhibits, programs, artifacts on display, and visitor amenities.
- Museum Greeters will also be trained in important museum visit guidelines and policies associated with safety and security and how to effectively communicate this information to visitors in an appropriate manner.

WORKING RELATIONSHIPS:

School Group Visit Coordinator, Visitor Services Coordinator, Visitor Services Associates, Volunteer & Intern Program Manager, Security staff, and other CHM volunteers.

QUALIFICATIONS:

- Ability to speak Spanish, Polish, Arabic, or other languages in addition to English would be an asset to this volunteer position.
- This position is suitable for adults 18 years and older.
- Work experience of 2+ years in front line hospitality, retail, school classroom or administration is a plus.
- Applicants must be comfortable and confident working with the public.
- Ability to work independently and as part of a team.
- Possess strong verbal communication skills, including the ability to speak articulately to large groups.
- Ability to interact with a wide range of audiences from general admission visitors to school age children and teachers.
- Computer skills are appreciated, but not essential.
- Ability to lift, carry, or otherwise move and position equipment (including activity carts, mobile storage bins, audio tour equipment and carts) weighing up to 50 pounds.
- Ability to present a professional, welcoming appearance to museum visitors.
- Ability to follow verbal directions.
- Commitment to the mission, values, and programs of the Chicago History Museum

TIMEFRAME OR COMMITMENT:

Volunteers must be available during peak school group visit hours, Monday-Friday from about 9:00 a.m. am to about 1:00 p.m. Volunteers must be readily available during the eventful spring months, the busiest time of the year for field trips.

Generally, museum greeter volunteers volunteer 2 – 4 weekday mornings a month. During the peak season, the ability to volunteer at least once a week is appreciated.

Volunteers must be able to inform their supervisor of their availability within an adequate and considerate timeframe in case any measures or preparations have to be taken due to the volunteer's unforeseen absence.

BENEFITS:

Chicago History Museum volunteer greeters will be able to use and refine skills in the area of communicating in an effective manner with visitors of all ages. CHM volunteers receive ongoing training, including opportunities to attend and participate in enrichment programming toward mastery of skills and to increase knowledge.

After a year of volunteering, CHM volunteers receive a complimentary membership.

The Chicago History Museum takes pride in welcoming over 60,000 school group visitors each year, and has increased its total museum visitation to 270,000 since 2006. Individuals who volunteer for the Museum Greeter role will be part of an energetic and enthusiastic team of staff and volunteers committed to providing a welcoming, engaging experience for all. The brand of experience we embrace has four key words: Welcoming, Fun, Social, and Meaningful.

If the volunteer wishes, the volunteer may be able to participate in subsequent training for the Volunteer Gallery Interpreter Program, and learn to facilitate activity carts, and then go on to the next phase and learn to lead engaging tours of the *Chicago: Crossroads of America* exhibition.

CHM VALUES:

These are the values of the Chicago History Museum as an institution, our “Collective Values.”

- Service, Collaboration, Discovery, Creativity, Empathy, authenticity, Integrity, and Stewardship

These are the values that the staff members of the Chicago History Museum seek and hope to inspire in ourselves, our “Individual Values:”

- All-In: Taking and sharing responsibility for the Museum, its mission, and our future.
- Welcoming: Demonstrating every day that the Museum is for everyone.
- Forward-looking: Anticipating needs, spotting opportunities, and solving problems with determination and ingenuity

Note: A CHM employee may not volunteer the same services they are employed to perform. An employee may not volunteer during his/her normal hours of work.

This job description is not intended to be an express or implied contract between CHM and anyone. CHM volunteers are volunteers at will. CHM reserves the right to change or assign other duties to this volunteer position as necessary to meet changing business needs. CHM is an equal opportunity institution.