

CHICAGO HISTORY MUSEUM

VOLUNTEER POSITION DESCRIPTION

POSITION TITLE: Event and Programs Volunteer

DEPARTMENT: External Relations

STATUS: Non-employee

POSITION SUMMARY:

Interested in fitting volunteering into your busy schedule?

Want to show your Chicago pride?

Event and Program Volunteers provide assistance and customer service at a variety of events and programs that support the mission of the Chicago History Museum. Be an ambassador for CHM by engaging the diverse audiences served by the museum: members, adults, families and children.

Annual events include the Chicago Hot Dog Fest, The Last Speakeasy, Members' Open House, Commemorative Days like Dr. Martin Luther King Jr.'s Birthday Celebration, and President's Day, and more.

Applicants for the Event and Program Volunteer opportunity should enjoy meeting new people of all ages and backgrounds, and working with the public; they should also be comfortable doing activities in large crowds in a fast-paced environment, and have good customer service skills.

Availability during evening hours and weekends is preferred; occasional weekday opportunities will be available as well.

Tasks include greeting guests as they arrive, assistance with event registration, event preparation duties such as setting up tables and chairs or décor for events, distributing promotional material, assisting event photographers, and more.

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

POSITION SPECIFIC DUTIES:

Event and Program Volunteers will:

- Serve as a Museum representative by greeting guests, and informing them about the event activities.
- Assist with day of coordination of special events and programs.
- Assist with event set up, supplies during event and breakdown
- Disseminate information about activities to attendees
- Facilitate interactive activities and demonstrations for different age groups
- Assist with event registration
- Assist event photographers or photography stations
- Distribute Chicago History Museum promotional materials
- Promote Museum membership at events
- Other duties to be assigned

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

REPORTS TO: External Relations Staff, Education Staff, Volunteer Manager

WORKING RELATIONSHIPS:

External Relations Division, including Marketing and Visitor and Member Services Dept, Education and Institutional Advancement

QUALIFICATIONS:

- Ability to speak Spanish, Polish, Arabic, or other languages in addition to English would be an asset to this volunteer position.
- High School Diploma
- Experience working with the public or in a customer service capacity is a plus
- Top applicants will be able to demonstrate strong communication and interpersonal skills when interacting with a diverse audience.
- A “can-do” attitude and desire to learn.
- Previous event volunteer experience a plus, but not required
- Must show commitment to the mission, values, and programs of the Chicago History Museum.
- Must be reliable and understand the importance of a volunteer commitment
- Must be capable of working in a high-energy environment.
- Ability to follow instructions and also work independently, as well as on a team.
- Some evenings and weekends will be required
- Must possess good listening skills.
- Should be readily available during the summer months, the Museum’s busiest season for events that require support from this volunteer position.
- Volunteers will be asked to attend 1 mandatory training meeting a year in order to receive information about the Chicago History Museum, and learn about volunteer protocols.
- Ability to lift 25-50 lbs., and stand on their feet for up to two hours.

TIMEFRAME AND COMMITMENT:

In General, we ask that over the course of a year, an Event and Program Volunteer should sign up to assist for at least two events. The time commitment at each event would entail about a 4-hour shift. For some events, brief orientation and/or training will be required to prepare for the event as well. Each event is unique and time commitment will vary. Event and Program Volunteers are required to be available for the Museum’s signature event, Chicago Hot Dog Fest, typically held the 2nd weekend of August.

Training A training and orientation session will take place on Wednesday June 6, 2018, 6:00 – 7:30 p.m.

Should you be selected as an Events and Program Volunteer, event shift scheduling will take place via email on a quarterly basis.

BENEFITS:

- Volunteering at CHM allows you to connect to your community and make it a better.
- As an ambassador for CHM to the public, you will be provided with opportunity for professional and personal development, and to learn about the Chicago History Museum.
- CHM volunteers receive ongoing training, including opportunities to attend and participate in enrichment programming toward mastery of skills and to increase knowledge, social and relationship skills.
- Even helping out with the smallest tasks can make a real difference to an organization and the various audiences it serves.
- CHM volunteers receive discounted member pricing on events, programs, and tours.

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

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.

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.

December 2017