



Job Title: Volunteer - Visitor Engagement Specialist - Golden History Museum

SUMMARY

Primarily working at Golden History Museum, your key duty is to welcome and engage museum visitors. After checking guests in at the front desk, you may shift your efforts to better align with your interests. Potential duties include serving as a gallery guide and tour guests through the museum, go to the *History Lab* to conduct collections research and inform guests on what you are doing, or simply stay at the front desk to further answer questions. While your time volunteering is essential to providing a friendly and courteous experience for all guests, staff will also need your help for various projects throughout your shift.

SCHEDULE

Must be able to work a minimum of 1 shift a week for at least 6 months. Shifts are Wednesday-Monday (museum closed Tuesdays) from 10 am-1 pm or 1 pm-4:30 pm.

DUTIES AND RESPONSIBILITIES

Preferably, you'll be working with a team of 2-3 volunteers during your shift, rotating and assisting each other with projects. Your first responsibility is to the front desk duties but you may move throughout the museum to pursue other areas of interest.

Front desk - welcome visitors, collect admission, provide essential information to market GHM facilities including a brief introduction to beginning a self-guided tour, sale of memberships, upcoming events, etc.

Gallery guide - create and/or memorize gallery tour guide and give visitors personalized tour of galleries.

Collections - aid our Collections Department with various projects: artifact research, database entry into Past Perfect, photo scanning, digitizing donor cards and deaccession list, etc.

Reference library - Visitors may make an appointment with you/other volunteers to access locked reference materials. You will be trained on handling historic documents and be responsible for ensuring the protection of these rare artifacts.

Education/program development - work with Interpretation Coordinator and Student and Family Programs Coordinator to develop, plan, and execute programs both inside and outside the museum.

Museum Team Leader(s) - museum staff need help regularly. As a Museum Team Leader, you will head your volunteer shift by organizing your volunteer team and filling any absences (when necessary), spearhead special projects, help problem solve, recruit volunteers, and ensure optimal communication between staff and your team.

Gift shop management - organize area when needed, research potential products and make suggestions.

Gardeners - clean up the garden areas around the building.