Museum Greeter

The Rodgers Tavern Museum seeks outgoing and friendly volunteers to greet visitors coming into the museum and help provide a welcoming presence to visitors. The primary role as a Museum Greeter is to ensure a positive experience for our guests as they check-in at the front desk. Greeters handle all customer transactions including visitor reservations, special event ticketing, and store merchandise and inventory.

WORK SCHEDULE:
Saturdays 12:00pm-4:00pm. Shifts are a minimum of one hour. May include some evening shifts during special events. Volunteers agree to an initial commitment of two shifts per month. Greeters are required to sign up for shifts in advance.

TITLE OF SUPERVISOR: Museum Director

MAIN FUNCTIONS:

- Enthusiastically engage with and greet visitors when checking them into the museum
- Help walkup visitors make reservations to tour the museum
- Recording visitor numbers
- Share information about new and upcoming museum events and programs
- Maintain brochures and handouts at the front desk
- Accurately handle cash and credit card transactions for special events / gift shop purchases
- Be familiar with gift shop inventory in order to sell and answer customer questions
- Assist with restocking the gift shop, general museum cleaning, and other projects as assigned
- Answering phones
- Maintain a neat and professional appearance
- Politely but assertively remind visitors of the museum's mask, no touching, no food and drink policies
- Assist with crowd control when necessary
- Abide by all museum policies and procedures
- Record volunteer time after each shift
- Communicate any potential or active issues to the museum director

SKILLS – EXPERIENCE - ATTITUDE REQUIREMENTS:

- Possess a friendly, outgoing personality with a "can do" attitude and desire to learn
- Ability to provide excellent judgment and tact in interpersonal interactions
- Ability to follow instructions and also work independently
- Be reliable, dependable, and available to work a consistent schedule
- Ability to communicate and interact with a diverse audience
- Some experience in customer service or hospitality preferred

- Ability to stand and walk around the museum for the majority of their shift, accommodations can be made
- Basic computer skills
- All volunteers must pass a criminal background check and be 18 years or older

TIME COMMITMENT:

- This is a volunteer position that requires regular weekend and occasional evenings.
- 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 absence