



The CANADIAN CANOE MUSEUM
Le MUSÉE CANADIEN du CANOT

Visitor Services: Volunteer Job Description

Volunteer Name: _____

Key Responsibilities: The volunteer is responsible for all Admissions, Reception, and Museum Shop duties. These include the following tasks:

- Greet and interact with visitors, staff, board members and fellow volunteers with courtesy, professionalism and friendliness.
- Deliver the best possible customer service so that all visitors leave the museum feeling that they've had a positive experience.
- Be knowledgeable and up to date about the museum and related programs and events.
- Process admissions and deliver brief orientations for visitors.
- Sell merchandise, museum programs and memberships to visitors.
- Open and close the public areas of the museum, including turning on and off the audio/visual equipment.
- Operate the point of sale system and the telephone system.
- Maintain a clean, clutter free work space at the frontline.
- Assist visitors to the museum who need directions or suggestions about restaurants, hotels, other cultural venues, etc.

Qualifications: Basic knowledge of computers and data entry. Pleasant manner, patience, problem solving ability, and dependability.

Time Commitment: One shift per week for either 4 hours (Monday-Saturday) or 6 hours (Sunday).

Volunteer Signature: _____ Date: _____

Volunteer Manager Signature: _____ Date: _____