



The CANADIAN CANOE MUSEUM
Le MUSÉE CANADIEN *du* CANOT

Visitor Services – Volunteer Job Description

Volunteer Title	<i>Visitor Services Frontline Volunteer</i>
Reports To	<i>Visitor Services & Retail Manager</i>

Purpose

This position supports Admissions, Reception and the Museum Shop. Our frontline volunteers are the first friendly face that visitors see upon walking through our doors, and first impressions matter. Volunteers greet and interact with visitors, staff, board members, and fellow volunteers with courtesy, professionalism and friendliness.

The main focus of this role is to deliver the best possible customer service so that all visitors leave the museum feeling that they've had a positive experience!

Duties and Responsibilities

- Be knowledgeable about the museum, our 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 workspace.
- 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.
- Patient, pleasant and professional in interactions with an array of audiences.
- An appetite for learning and ability to take initiative and problem solve.
- Dependable
- Clear Criminal Record check

Time Commitment

One shift per week for either 4 hours (Monday-Saturday, in the AM or PM) or 6 hours (Sunday).

Volunteer Signature: _____

Date: _____

Staff Signature: _____

Date: _____