



SAGINAW
ART
MUSEUM



TAKE PART
IN THE ART

Volunteer Position Title: Guest Services Associate

Description of Assignment:

The Guest Services Associate provides quality customer service to museum guests as well as maintaining museum standards and security.

Outline of Volunteer's Responsibilities:

- Provide quality customer service to all guests
- Maintain Museum security including opening and closing the museum and monitoring gallery spaces regularly
- Relay information about museum exhibitions, programs, events, workshops to guests and answer any guest questions
- Explain and promote Museum membership
- Conduct transactions for new memberships, workshop registration and ticketing on e-commerce system
- Balance cash box at beginning and end of shift; record all revenue
- Keep track of Museum attendance
- Answer phone calls and direct to appropriate staff person

Requirements:

- Completes volunteer application and paperwork
- Flexibility to work evenings and weekends
- Maintains communication with Marketing & Outreach Coordinator for scheduling and feedback

Training and Support Plan:

- Training will be provided by the Marketing & Outreach Coordinator
- The Marketing & Outreach Coordinator will be available by phone for immediate assistance and/or by email for general questions

Reporting:

- Reports to Marketing & Outreach Coordinator; provides reports on visitors, memberships, and monetary transactions after each shift.

Time Commitment:

- One training session
- Minimum of 30 hours per year

Preferred Qualifications:

- Experience working in a customer service oriented role
- Experience operating point-of-sale system and handling cash

Benefits:

- Personal satisfaction in helping an organization
- Opportunity to explore Museum
- Become an ambassador to a leading arts and cultural institution in the Great Lakes Bay Region
- Meet new people and work together as part of the museum family