



Portland Art Museum Job Description

Job Title:	Front Desk Volunteer
Department:	Rental Sales Gallery/ Volunteers
Reports To:	Gallery Director
FLSA Status:	Unpaid Volunteer
Hours:	4 hours per week

PRIMARY PURPOSE

The primary purpose of the Front Desk Volunteer is to set the tone of the Rental Sales Gallery being a welcoming, and informative space for all clients and visitors, and to assist in the daily operations of the RSG. The Front Desk Volunteer processes retail transactions at the point of sale for the Rental Sales Gallery.

ESSENTIAL FUNCTIONS

- Greeting and orienting visitors to the gallery
- Attending quarterly special training sessions with the Gallery Director and Supervisor
- Assisting clients in locating artwork and answering their questions
- Digital data entry (rentals, renewals, sales and returns)
- Handling clients' confidential information in a professional manner
- Maintaining organization of inventory,
- Managing incoming phone calls, fielding frequently asked questions, and placing outgoing calls to artists and clients
- Assisting mass mailings, light filing and additional projects and paperwork as needed
- Art handling; including packing, hanging and labeling
- Keeping up on events and gallery news by attending regular workshops

ADDITIONAL JOB FUNCTIONS

All volunteers are expected to provide exceptional customer service in daily face-to-face interaction with Museum visitors. Volunteers are required to represent the Museum in a consistently positive, professional, and approachable manner at all times.

JOB QUALIFICATIONS

- Customer service and retail sales experience preferred
- Outgoing, friendly, customer service oriented personality
- Exhibit confidence when disseminating RSG policies and information to clients
- Comfortable working with computer technology and with data entry
- Adapt in diverse situations under pressure and able to take direction from management
- Ability to exercise initiative and good judgment at all times.
- Maintain professional appearance, business attire, and demeanor
- Willingness to learn about Gallery artists, as well as Gallery and Museum events
- Ability to work a regular weekly, 4 hour shift (10:00am to 2:00pm, or 1:00pm to 5:00pm)

Note: This job description is not intended to be all inclusive. Employee may perform other related duties as directed to meet ongoing need of the organization.

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