



PORTLAND ART MUSEUM

## Portland Art Museum Position Description

<b>Job Title:</b>	<b>Admissions Assistant</b>
<b>Department:</b>	Volunteers
<b>Reports To:</b>	Guest Services
<b>FLSA Status:</b>	Unpaid Volunteer
<b>Hours:</b>	1 <sup>st</sup> Thursday nights, Friday nights, and Weekend Shifts

### PRIMARY PURPOSE

The Purpose of the Admissions Assistant is to assist Guest Services and Security staff with crowd control, scanning tickets, pulling specific groups from queued lines, and otherwise keeping queued lines of guests informed and satisfied.

### ESSENTIAL FUNCTIONS

- Assist to queue a guest line and keep the line organized
- Use hand-held technology to scan tickets, check-in guests and capture guest information
- Address entire queued line to select guests to pull out as needed
- Accurately answer questions and disseminate museum policy for guests
- Reports to Museum Crew Leader Volunteer in Guest Services Department

### 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

- Outgoing, friendly, customer service oriented personality
- Exhibit confidence when disseminating museum policies and information to guests
- Ability to stand for 3 hours at a time, accommodations can be made.
- Must have excellent attendance and be available to work a consistent schedule
- Adapt in diverse situations under pressure and able to take direction from management
- Ability to exercise initiative and good judgment at all times.
- Ability to use tact and diplomacy when interacting with guests, when resolving issues, and executing museum policies and procedures
- Maintain professional appearance, business attire, and demeanor
- Prepared to work in inclement weather when venturing outdoors
- Will be trained, but must be comfortable using mobile technology

*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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