



PORTLAND ART MUSEUM

Portland Art Museum Position Description

Job Title:	Coat Check Clerk
Department:	Volunteers
Reports To:	Guest Services
FLSA Status:	Unpaid Volunteer
Hours:	As scheduled

PRIMARY PURPOSE

The Coat Check Clerk is responsible for providing guests with a secure space for their coats, umbrellas and parcels during the course of their stay at the museum. This position is customer service intensive.

ESSENTIAL FUNCTIONS

- Greets guests; provides information and directions, as appropriate
- Assumes responsibility for garments and personal belongings relinquished by guests
- Organize coat check prior to and after events
- Tags all checked items for future identification and retrieval
- Handles checked garments and personal belongings with care
- Delivers unclaimed items to Lost & Found
- Continues to staff Coat Check counter until the completion of assigned shift.
- Stock claim tickets and notifies Museum Crew Leader when more tickets need to be ordered.
- 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
- Ability to repeatedly lift up to 10 lbs. above shoulder height
- Ability to bend, reach, and climb on a ladder to the 2nd level coat rack
- Adapt in diverse situations under pressure and able to take direction from management
- Excellent attendance with availability to work a consistent schedule
- Maintain professional appearance, business attire, and demeanor

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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