



PORTLAND ART MUSEUM

## Portland Art Museum Position Description

<b>Job Title:</b>	<b>Museum Greeter</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 primary purpose of the Greeter is to set the tone of the museum being a welcoming, informative, and friendly space for all visitors. The Greeter helps to direct all questions and engage our guests in their museum experience as the first point of contact.

### ESSENTIAL FUNCTIONS

- Open and hold doors for guests as you welcome them to the museum
- Provide guests with a map and support with navigation through the museum campus
- Act as a directory distributing where to access information based on specific requests
- Accurately answer questions and disseminate museum policy for guests
- Assist with crowd control when necessary
- 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

*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.*

Updated August 2017