



PORTLAND ART MUSEUM

## Portland Art Museum Position Description

<b>Job Title:</b>	<b>Museum Crew Leader</b>
<b>Department:</b>	Volunteers
<b>Reports To:</b>	Guest Services
<b>FLSA Status:</b>	Unpaid Volunteer
<b>Hours:</b>	As scheduled
<b>PRIMARY PURPOSE</b>	
The role of the Museum Crew Leader directly supervises a team of 4 to 8 volunteers on a specific shift. The Crew Leader serves in a leadership role, and is the primary liaison between the Manager of Volunteer Services, Guest Services Managers, and shift volunteers.	
<b>ESSENTIAL FUNCTIONS</b>	
<ul style="list-style-type: none"><li>• Meet with Guest Services Managers at the beginning of shift to review any special information.</li><li>• Confirm each volunteer on shift has checked-in and communicate daily announcements, museum programs, group schedule, and special instructions at start of shift</li><li>• Confirm shift positions and assign coat check by priority/available volunteers on duty</li><li>• Ensure that volunteers are trained, confident and comfortable in their assigned position</li><li>• Move back and forth between entrances working as an additional greeter, replenishing brochures at the Box Office, and assisting guests</li><li>• Fill in for positions to provide break relief and cover for absent volunteers</li><li>• Provide feedback to Manager of Volunteer Services regarding performance, scheduling, morale, etc.</li></ul>	
<b>ADDITIONAL JOB FUNCTIONS</b>	
All volunteers (including Museum Crew Leaders) 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.	
<b>JOB QUALIFICATIONS</b>	
<ul style="list-style-type: none"><li>• Outgoing, friendly, positive leader with a customer service oriented personality</li><li>• Exhibit confidence when disseminating museum policies and information to guests</li><li>• Ability to stand for 3 hours at a time, accommodations can be made</li><li>• Must have excellent attendance and be available to work a consistent schedule</li><li>• Adapt in diverse situations under pressure and able to take direction from management</li><li>• Ability to exercise initiative and flexibility with all roles.</li><li>• Ability to use tact and diplomacy when interacting with guests, when resolving issues,</li></ul>	



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and executing museum policies and procedures

- Maintain professional appearance, business attire, and demeanor
- Ability to exercise initiative and good judgment at all times.

*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