



PORTLAND ART MUSEUM

Portland Art Museum Position Description

Job Title:	Museum Event Support
Department:	Volunteer
Reports To:	Event Contact or Guest Services
FLSA Status:	Unpaid Volunteer
Hours:	As scheduled (evening and weekends required)
PRIMARY PURPOSE	
The primary purpose of Museum Event Support Volunteers is to support the logistics and amenities of the event as needed. This position is customer service intensive and requires a commitment of assisting at five museum events each year. There is a variety of events each year including Family Days, Member/Donor Events, Education Programs, and our Annual Gala.	
ESSENTIAL FUNCTIONS	
The Museum Event Support Volunteer may be asked to do any of the following assignments. <ul style="list-style-type: none">• Coat and parcel check• Greeting at entrances or in event spaces• Bus tables or tidy up messes in event spaces• Support guests with navigation through the museum campus• Use point of sale equipment to execute sales• Assist with registration, facilitate guest surveys, and collect guests' personal information• Assist with the set up or tear down of short term activity spaces (i.e. art making)• General administrative tasks and other tasks relating to special event programming	
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	
<ul style="list-style-type: none">• Must have excellent attendance and flexibility in accepting assignments• 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, and lift up to 10 lbs.• Adapt in diverse situations under pressure and able to take direction from management• 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	
<i>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.</i>	



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