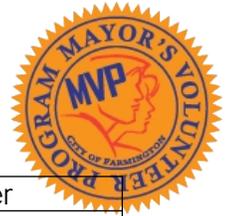




Volunteer Service Description



Title	Farmington Museum System Museum Store Services Volunteer
Pay Class	Volunteer - Unpaid
Commitment	Minimum 4 months; 4 or 6 or 8 hours per week (see 3 requests)
Number of positions	17 (see 3 requests)

Department/Division	PRCA/Museum	Latest Review Date	4/21/2014
Personnel Review	T. Swenk	Department Review	Kandy LeMoine

Job Duties:

Essential Duties: Reports to and works under the supervision of the Museum Store Manager, Hospitality Supervisor, facility directors/coordinators and/or designees.

- Responsible for maintaining outstanding customer service per City of Farmington standards, signing and following City of Farmington cash handling policy and procedures, processing sales accurately and efficiently at point of sale operations, and safeguarding assets.
- Personally greets and welcomes every customer entering the museum store
- Accurately and efficiently keys sales and maintains all receipts at point of sale
- Becomes proficient about how store merchandise relates to exhibits and programs and is able to provide added value to customer shopping experiences by engaging customers in conversation about the exhibits and related educational merchandise
- Initiates suggestive selling of Farmington Museum Foundation and/or Friends of the Nature Center memberships by asking customers if they are members and informing them of the member's only discount
- Ensure customers receive accurate answers to questions or are referred to another resource for accurate information
- Maintains orderly appearance of cash wrap area and ensures that all displays and supplies are well stocked from back stock, and are orderly and clean
- Communicates customer requests to management
- Becomes proficient about each museum facility's mission and goals
- Becomes proficient about each museum facility's long term and changing exhibits
- Becomes proficient about how each museum facility's store merchandise is related to exhibits and programs
- Complies with all policies and procedures.
- Complies with volunteer standards and policies in PRCA Volunteer Management Manual.

The duties listed above are intended only as an illustration of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.



Volunteer Service Description



Qualifications:

This position is subject to the City of Farmington's Drug and Alcohol Free Workplace Policy.

- Attends orientation scheduled by volunteer coordinator
- Attends training scheduled by museum store manager
- Ability to communicate courteously and effectively with the public on all age levels and cultural backgrounds, both verbally and in writing
- Ability to establish and maintain working relationships with co-workers, supervisors, other City personnel, and the public
- Ability to handle cash, check and credit card transactions with accuracy
- Ability to accurately complete all sales documentation
- Experience in retail sales and point of sale operations
- Ability to listen and understand questions and provide accurate information
- Ability to perform duties as assigned with little supervision
- Ability to follow verbal and/or written instructions

Physical Demands:

The physical demands described here are representative of those that must be met by a volunteer to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the volunteer is frequently required to stand, walk, sit and talk or hear. The volunteer is occasionally required to use hands to finger, handle, feel or operate objects, tools or controls; and reach with hands and arms. The volunteer is occasionally required to balance; stoop, kneel, crouch or crawl.

The volunteer must occasionally lift and/or move up to 5 or 10 pounds. The volunteer may occasionally lift store merchandise requiring up to 5 or 10 pounds of force. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.



Volunteer Service Description



Work Environment:

The work environment characteristics described here are representative of those a volunteer may encounter while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is generally quiet but can become louder depending on types of scheduled programs and events and the audience these programs and events serve.

We are an Equal Opportunity Employer, M/F.