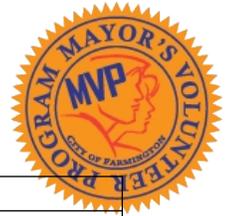




# Volunteer Service Description



<b>Title</b>	Farmington Museum System Visitor Services Volunteer
<b>Pay Class</b>	Volunteer - Unpaid
<b>Commitment</b>	Minimum 4 months; 2-4 hours per week
<b>Number of positions</b>	4

<b>Department/Division</b>	PRCA/Museum	<b>Latest Review Date</b>	2/24/2014
<b>Personnel Review</b>	T. Swenk	<b>Department Review</b>	Kandy LeMoine

## Job Duties:

Essential Duties: Reports to and works under the supervision of the Hospitality Supervisor or designee.

- Assists hospitality staff with welcoming visitors, tracking visitation numbers, maintaining security at front desk and exhibit integrity in exhibit galleries, preventing shoplifting by helping visitors shop in the museum stores, stocking brochures, and completing fulfillment orders for the Farmington Convention & Visitors Bureau.
- Personally greets and welcomes every guest entering the museum in a friendly manner and thanks every guest who exits the museum for visiting.
- Ensures visitors receive accurate answers to questions or are referred to another resource for accurate information.
- Tracks visitation by keeping count of all walk-in guests on the Daily Walk-In log and keeping count of all visitors who have scheduled a visit to the museum on the groups/events section of the Daily Walk-In log.
- Asks guests if they are from the area or from out of town, and asks them to sign the Out of Town guest book if they are from out of town.
- Monitors visitors in the exhibit galleries and answers questions about exhibit content when trained and monitors visitors in museum stores and answers questions about store merchandise when trained.
- Restocks brochures as needed and assists with fulfillment orders as needed.
- Maintains security and exhibit integrity by examining the exhibit galleries and reports to staff immediately if something is damaged or not functioning properly.
- 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 hospitality supervisor.
- 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 listen and understand questions and provide accurate information.
- Ability to give guided tours of exhibits helpful but not mandatory.
- Ability to perform routine 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 25 pounds. The volunteer may occasionally lift a box of brochures requiring up to 25 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.**