

MUSEUM *of* DURHAM HISTORY

FRONT DESK VOLUNTEER: CORE AND WEEKEND VOLUNTEER

All volunteers will complete an organizational orientation and procedural training before they start working with MoDH.

Key Responsibilities:

- Assists with general museum reception and visitor services, meets and greets the general public at the reception desk
- Provides general information about the museum, exhibits and the community
- Answers the telephone and fields calls to appropriate staff members
- Assist in opening and closing procedures, depending on the shift schedule
- Relays accurate information about planned programs/events to visitors
- Ensures all exhibit areas are tidy and functioning
- Assists visitors with recording their personal memories in the Story Room
- Collects visitor feedback and communicates to staff
- Core Volunteers must be able to commit at least 3 hours on a weekly basis. Two shifts available: Tuesday-Friday 10am-1pm and 1pm-5pm.
- Weekend Volunteers must be able to commit to at least 1-2 shifts per month. Several shifts available: Saturday 10am-1pm, 1pm-3pm, 3pm-5pm, Sunday 1pm-3pm, 3pm-5pm, Third Friday evenings, or events as needed

Skills to be Enhanced or Developed on the Job:

- Will learn about the history of Durham
- Learn to work within a team environment
- Will learn about aspects of visitor/hospitality services through training and on-the-job experience
- An understanding of the inner workings of a non-profit museum

Qualifications and Skills Preferred:

- Must be 18 years or older
- Must undergo a reference check
- Must enjoy working with the public, meeting new people, partnering with staff and volunteers
- Must possess good communication skills
- General knowledge and interest in the Durham community

Additional Responsibilities based on skill set and evaluation:

- May assist in special projects such as developing and providing programs
- Assist the Director of Operations as needed
- Member of board committees