Position Summary: Visitor Services Volunteers will work directly with staff to welcome Museum guests, help them plan their visit, and provide excellent customer service to create a top-notch experience. They will assist visitors with directions and will answer questions over a wide range of topics from bathroom locations to dinosaur names. As experts of the Museum facilities, the Visitor Services Volunteers will make suggestions about exhibits and programs to best suit visitor needs. They will assist with visitor safety and security, collections and exhibits safety, and calling on custodial.

Department: Visitor Services
Supervisor: Nikka Short and Visitor Service Leads

Skills and Abilities:
• A passion for interacting with people and a love of natural history subjects
• Excellent customer service skills
• Ability to interact with strangers
• Deep understanding of the NHMU experience and offerings, including gallery programs
• Basic computer skills and ability to use iPads and mobile phone apps
• Good problem-solving skills
• Ability to stand and walk for extended periods
• Ability to speak a second language is preferred, but not required

Training required:
NHMU Orientation: 3rd Saturday of each month
Visitor Services Training: Completed on the job with a Visitor Services Lead and/or representative. Additional ongoing training will follow.

Schedule:
Weekly Tuesday-Friday 9:30am-1:00pm, 1:00pm-4:00pm
Every other week Saturday and Sunday 9:30am-1:00pm, 1:00pm-4:00pm

Time Commitment:
Weekday V.S. Volunteers will work one three and a half hour shift per week.
Weekend V.S. Volunteers will work two three and a half hour shifts per month.
A four month commitment is required for all Visitor Services Volunteers.

Age Requirement:
18 years minimum.
Background checks are required for all volunteers.