

MUSEUM OF VENTURA COUNTY

Volunteer Front Desk, VFD - Visitor Services Position Description

Work Location: Museum Front Desk

Museum of Ventura, 100 E. Main St., Ventura, CA 93001

Commitment: Minimum of 6 months or 1 internship period; requires 2 shifts per month at the Front Desk

Contact: Audra Lucas, ALucas@venturamuseum.org

Goal of Position: Volunteer Front Desk (VFD) associates encourage positive visitor experiences starting with a warm and welcoming greeting in person and on the phone. Must be comfortable collecting admission fees, answering questions, and directing guests during their visit to the museum. Must be able to use phone, touch screen machine and possess basic math skills. Training will be provided.

Responsibilities

- Greet visitors and welcome them to the Museum, genuinely inviting
- Collect admission fees and check membership cards, following training material guidelines
- Assist visitors in understanding the layout of the Museum
- Give clear directions and provide information about events happening throughout the Museum
- Be familiar with and communicate clearly to visitors upcoming events and current exhibits at both museums
- Display flexibility, respect, and responsibility in relation to other volunteers, museum staff, and the public
- Work in concert with the Visitor Services staff
- Support and conform to the policies, standards, and procedures of the Museum of Ventura County

Qualifications

Qualified volunteers are friendly with strong customer service and communication skills; they are trustworthy and reliable. Comfortable with handling cash. All Museum volunteers are interested in celebrating, preserving and interpreting the culture and history of Ventura County. Flexibility, good judgment, and the ability to work independently as well as within groups are additional skills for successful candidates.

Benefits

- Use and grow public relations, customer service, and retail skills as you interact with visitors of all ages
- Recognition from Museum staff and Board in a variety of ways
- College/high school service hours may be earned with this opportunity
- Full Volunteer Benefits are listed on website and Agreement forms, some included are:
 - Membership(s)
 - Discounts on store items
 - Free tickets as available
 - VIP Access to exhibits