

## Front Desk Volunteer Job Description

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The Front Desk Volunteer is the welcoming face of our organization, providing visitors with a warm reception and essential information. This role is crucial in creating a positive first impression, ensuring smooth operations, and enhancing the overall visitor experience.

### Duties:

- Welcome visitors as they enter the museum, providing a friendly and informative introduction to the museum's exhibits, events, and facilities
- Process admission tickets and handle cash/credit transactions efficiently and accurately
- Inform visitors about membership options, special tours, and upcoming events
- Keep the front desk area stocked with up-to-date promotional materials
- Assist with accessibility needs and provide special accommodations as requested
- Follow museum procedures for emergency situations and report any safety concerns to staff
- Provide guidance on museum policies and ensure visitor compliance
- Engage in continuous learning about museum exhibits and local history to better assist visitors
- Other duties as assigned

### Requirements:

- Experience in customer service (retail, hospitality, or restaurant)
- Friendly and approachable demeanor
- Strong communication and interpersonal skills
- Basic computer skills and familiarity with office equipment
- Ability to handle cash and process transactions accurately
- Reliability and punctuality
- Ability to stand or sit for extended periods
- Pass a background check

### Benefits of volunteering:

- Enjoy the opportunity to learn more about local history and museum operations
- Contribute to the community and support the museum's mission
- Access to museum events, exhibits, and educational opportunities

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- Develop communication and organizational skills