

Role Description: Visitor Services Volunteer

8.2022

Overview

As a Visitor Services Volunteer, you could be a friendly face and welcoming voice for guests from around the world. Daily responsibilities include: providing customer service at one of our Information Desks, including greeting, wayfinding support, and facilitation. Customer service experience and bilingual skills are a plus.

Volunteer qualifications

- Two to three years of customer service experience in a similar environment is preferred.
- Must be available to volunteer: 5 hours per month for weekend volunteers (one four hour shift every other weekend); 16 hours per month for weekday volunteers (one four hour shift per week).
- Must be comfortable working with the public and following safety protocols including COVID-19 protocols.
- Must possess excellent communication skills when interacting with visitors and staff.
- First aid and/or CPR training a plus.

Hours and time commitment

- Weekdays and weekends available.
- Shifts available: 8:45am-11am, 11am-3pm, or 3pm-5pm. You are able to sign up for one or more shifts per day.
- Volunteers commit to volunteering at least 5 hours per month.