

Role Description: Membership Engagement Volunteer (MEV) August 2025

Position Description

We are recruiting volunteers to serve as Membership Engagement Volunteers (MEVs), who will help introduce museum guests to the benefits of Field Museum membership. Positioned in high-traffic areas within the museum's free zone – and, weather permitting, outside near main entrances – MEVs will approach guests *before* they purchase admission and provide friendly, informative guidance about membership options.

Volunteers will be equipped with promotional materials and trained to confidently engage in these proactive conversations. While MEVs will not process transactions or finalize sales, their role is essential in helping guests understand the value of membership and encouraging them to consider joining.

Volunteers must be comfortable standing for extended periods and speaking with a wide range of visitors. They will also need to become familiar with the Field Museum's ticketing structure, exhibition schedule, and general layout in order to field basic questions. Because this is a prototype program, volunteer feedback will help shape its future direction.

Volunteer Qualifications

- Excellent communication skills
- Excellent customer service skills
- Ability to engage museum visitors in a friendly and proactive manner
- Comfort speaking to strangers and initiating conversations
- Ability to stand for extended periods of time
- Fluency in English required; additional language proficiency is highly desirable
- Interest in membership, museums, and the cultural landscape of Chicago
- Willingness to become familiar with membership offerings, museum admissions, and upcoming exhibitions

Hours and Time Commitment

- Shifts are typically four hours in length.
- Volunteers are especially needed during peak attendance hours: late mornings and early afternoons, particularly on weekends.
- A minimum commitment of one shift per week for 6 months is requested. Longer-term volunteers will be given priority upon placement.

Education/Experience

- No formal education or experience is required
- A general appreciation for museums and cultural institutions is preferred