



PUBLIC PROGRAMS VOLUNTEER

LOCATION:

Detroit Historical Museum on Woodward Ave. Detroit, MI 48202 & Dossin Great Lakes Museum on Belle Isle Detroit, MI 48207

PURPOSE:

Assist the Society's Education and Public Programs departments in enhancing visitor experience by expanding staff capacity while providing exemplary service in a variety of roles during our scheduled family-friendly programs and events. Programs volunteers assist with one or more duties, depending on program type. They also assist DHS staff during off-season hours with clerical and administrative tasks and duties.

DUTIES:

- Provide fun, friendly and safe experiences for our visitors;
- Provide directional assistance to visitors;
- Distribute promotional materials, event packets, etc. to patrons;
- Serve/manage refreshments at various events;
- Manage craft areas during events;
- Usher guests to their seat/car when applicable;
- Facilitate workshops during educational programs, when applicable;
- Assist Volunteer Coordinator to manage breaks during larger programs and events;
- Assist staff with setup and breakdown of events, when needed;
- Assist with registration/check-ins on occasion;
- Successful facilitation of activities/refreshments during events;
- Provide clerical/administrative assistance, as needed;
- Assist with other related tasks, as needed.

SUGGESTED SCHEDULING:

Because a majority of our programs are prescheduled, we ask that candidates are willing to commit to at least 6 months of service to the Society; and have the ability to volunteer for a minimum of one program per month during heavy program seasons (October through December & February through April).

A trial period based on participation during one major program/event is required for this volunteer position. DHS will coordinate with each volunteer to assign duties that are a best fit for our needs and each individual interest level.

PREFERRED SKILLS:

- Have an outgoing and high-energy personality;
- Experience working directly with youth;
- Maintain the ability to provide crowd control (when needed) during our larger events;
- Maintain a can-do attitude and quick thinking skills within fast-paced environments;
Successful and creative customer service experience strongly preferred.
- Minimum of one year experience providing customer service support;
- Experience working in a museum setting;
- Volunteers should remain courteous, helpful and maintain great communication skills;
- Maintain the ability to work as a team in a fast-paced environment;
- Must be physically able to stand throughout shift duration;
- Must be willing to interact with children of all ages;

WORK ENVIRONMENT:

Volunteers should expect a moderate to high noise level, varying on the type of event, as this role will assist during our family-friendly programs located at both the Detroit Historical Museum (Midtown) and the Dossin Great Lakes Museum (Belle Isle). Volunteers will encounter high volumes of community members and guests on a regular basis.

All volunteers scheduled to participate in events on Belle Isle, must have a state recreational pass or be prepared to purchase one to enter the island.

PHYSICAL DEMANDS:

While performing the duties of this role, the volunteer will be frequently required to stand and walk during each shift. Length of shift will be established between the volunteer and the Manager of Retail & Visitor Services in advance, although the volunteer will be expected to work throughout the duration of their shift.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions required of this volunteer role.

TRAINING & SUPPORT:

Volunteers will receive on-the-job training in shop operation, focusing on museum gallery information and visitor FAQs.

NEXT STEPS:

Complete and submit online application and authorization for background check. Applicants will be contacted within 72 hours.

CONTACT INFO:

Arletha Walker, Volunteer & HR Coordinator arlethaw@detroithistorical.org. No phone calls, please.