

# Museum Greeter (Docent)

**Reports To:** Director of Curatorial & Educational Affairs  
**Position Classification:** Non-employee, volunteer.



THE HEART OF OUR COMMUNITY SINCE 1984

## POSITION SUMMARY:

Heritage Sandy Springs (HSS) seeks a Museum Greeter for the purpose of greeting and welcoming visitors to the Heritage Sandy Springs Museum, primarily, but not limited to school group audiences. This position will be stationed at the front desk of the museum and the volunteer will support the efforts of the Director of Curatorial & Educational Affairs and Education & Engagement Coordinator. Primary duties will include greeting guests, monitoring exhibit areas and gift shop, communicating about the visit and grounds, and indicating available tours for the day. School group visitors in particular may require specific assistance getting to the popular activities. During the volunteer shift, the volunteer may be taking payment for entry (suggested donation), taking payment for gift shop sales, monitoring exhibit spaces, or possibly conducting a tour depending on the busyness of the day, and/or how many volunteers are present.

**Note: this position exists for individuals willing to volunteer their services without expectation or contemplation of compensation.**

## DUTIES AND RESPONSIBILITIES:

Qualified applicants will support the mission of the Heritage Sandy Springs Museum (HSSM) by fulfilling the following responsibilities:

- Participate in informal training to become familiar with greeter duties, as well as the HSS brand of experience.
- Greet visitors entering the museum and direct them to an appropriate tour, exhibit, or grounds experience.
- Assist Education staff with the orientation of school groups and/or adult group tours.
- Assist Education staff with administrative tasks related to school group orientation materials.
- Learn basic information about the Williams-Payne House and HSS grounds, and be able to answer basic questions about the mission of the HSSM.
- Participate in additional trainings which will serve as enrichment as well as professional development opportunities.
- Other duties as assigned. (Note: it is fundamental that the volunteer's work serve a civic, public, charitable or humanitarian purpose.

## TRAINING:

- Museum Greeters will receive information about the Williams-Payne House, Burdette Milk House, and key artifacts in the HSSM, as an effective way to engage visitors in conversation about museum artifacts and help visitors make connections to the museum material.
- Museum Greeters will be trained in how to answer questions about the locations of museum exhibits, programs, artifacts on display, and visitor amenities.
- Museum Greeters will also be trained in important museum visit guidelines and policies associated with safety and security and how to effectively communicate this information to visitors in an appropriate manner.

## QUALIFICATIONS:

- Ability to speak Spanish or other languages in addition to English would be an asset to this volunteer position.
- This position is suitable for adults 18 years and older.
- Work experience of 2+ years in front line hospitality, retail, school classroom, or administration is a plus.
- Applicants must be comfortable and confident working with the public.
- Ability to work independently and as part of a team.
- Possess strong verbal communication skills.
- Ability to interact with a wide range of audiences from general visitors to school-age children and teachers.
- Computer skills are appreciated, but not essential.

- Ability to present a professional, welcoming appearance to museum visitors.
- Ability to follow verbal directions.
- Commitment to the mission, values, and programs of the Heritage Sandy Springs Museum.

#### **COMMITMENT:**

The HSSM is open Tuesday through Friday, 10:00 am to 4:00 pm, and Saturday 10:00 am to 2:00 pm. Volunteers must be readily available during the eventful spring and fall months, the busiest time of the year for field trips and education programs. Generally, museum greeter volunteers must be available for a minimum of three hours (preferably six) for 1-2 days a week. During the peak season, the ability to volunteer at least once a week is appreciated. Volunteers must be able to inform their supervisor of their availability within an adequate and considerate timeframe in case any measures or preparations have to be taken due to the volunteer's unforeseen absence.

#### **BENEFITS:**

Heritage Sandy Springs Museum volunteer greeters will be able to use and refine skills in the area of communicating in an effective manner with visitors of all ages. Individuals who volunteer for the Museum Greeter role will be part of an energetic and enthusiastic team of staff and volunteers committed to providing a welcoming, engaging experience for all.

#### **ABOUT THE ORGANIZATION:**

Heritage Sandy Springs is a 501(c)(3) not-for-profit organization whose mission is to promote history, steward a community park, and enhance the cultural identity of Sandy Springs. Founded in 1985 to oversee the preservation of the Sandy Springs Historic Site, HSS offers a variety of educational, cultural, and heritage programs and events for the surrounding community. The organization manages a 3.8 acre city-owned park in the heart of the business district that includes the original spring site, green space gardens, the historic Williams-Payne House and HSS Museum, a terraced Entertainment Lawn, research library and archive, and meeting/event venues. We are an equal opportunity employer and value the diversity of individuals and the ideas, perspectives, insights, and values they bring to the workplace. Due to the high volume of interest we cannot respond to individual applicants. Only complete applications will be reviewed; no phone calls, please.

#### **INTERESTED APPLICANTS – PLEASE FILL OUT OUR VOLUNTEER APPLICATION:**

<https://goo.gl/forms/t0hMdopp75FKdUYz1>