



# Hampton Roads Naval Museum Volunteer Position Description

**Title:** Museum Greeter

**Commitment:** Two shifts (+) per month requested

**Supervisor:** Volunteer Coordinator

## Objective

Museum Greeters welcome and orient visitors to the Hampton Roads Naval Museum (HRNM). Greeters increase accessibility of the site's exhibits and programs through sharing information, making connections, and answering questions. The greeter also performs administrative and security functions by keeping attendance and monitoring the galleries. The greeter's efforts promote awareness, appreciation, and preservation of U.S. naval history.

## Responsibilities

- Maintain knowledge of exhibits, programs, events, staff, facilities, and daily schedules at HRNM as well as Nauticus and the Battleship *Wisconsin* to share with visitors as appropriate.
- Develop a brief welcome to introduce visitors to the Hampton Roads Naval Museum that is adaptable to diverse audiences.
- Gauge and adapt to visitors' interests and needs (e.g. by adjusting conversation length, content, or style) to ensure a positive experience.
- Ensure the safety and security of guests and exhibits by modeling and informing visitors of expectations, monitoring the gallery cameras, and reporting concerns to museum staff.
- Keep an accurate attendance count; record attendance, temperature, and humidity hourly in the log book.
- Answer the front desk phone line; respond to questions and transfer calls as appropriate.
- Monitor and restock publications, brochures, and postcards at the museum entrance.
- Participate in occasional workshops, lectures, and field trips offered by the museum.
- Act as a mentor for new greeters as requested by the volunteer coordinator.
- Schedule shifts in advance and record hours after each assignment.

## Requirements

Greeters must be able to

- Communicate effectively with diverse individuals in large and small groups.
- Assume a stationary position and occasionally move through the galleries to greet visitors.
- Maintain a neat and professional appearance.
- Abide by all museum policies and procedures.

## Training, Support, and Benefits

- Volunteer handbook; access to research library and digital resources
- One-on-one training and shadowing with staff and veteran greeters
- Continuing education and feedback; reciprocal admission to area museums
- Parking validation

## Scheduling

Greeters are scheduled for 3.5-hour shifts M-Sa, 5-hour shifts on Sundays, and by request for special tours and events. A minimum of two shifts per month is requested.

## Application Procedure

Complete online application at: <http://bttr.im/eq3yr>. Direct inquiries to Ms. Darcy Sink, Volunteer Coordinator: 757-322-2992, email: [darcy.sink@navy.mil](mailto:darcy.sink@navy.mil). HRNM complies with EEOC guidelines.