



Volunteer Front Desk Greeter

NMAS needs several volunteers to assist with staffing the Front Desk during normal operating hours. The skills possessed by this group of volunteers directly tie into the museum's mission by creating a welcoming environment for visitors coming to the museum as they learn about the United States Navy's enlisted sailor.

Tasks

- Cheerfully greets the public as they enter and exit the museum
- Briefly orientate visitors to the museum, our programs and upcoming events
- Outlines museum activities, provides orientation information about the galleries, and provide directional services (e.g., bathroom, public telephone, taxi, food service, etc.)
- Answers the museum's central telephone lines promptly, answer inquiries courteously, and direct callers to appropriate staff offices and individuals as needed
- Observes individuals entering the museum entrance and report any irregularities to the Duty Manager
- If desired, assists with small projects, which may be performed at the Front Desk for other Museum departments, as needed.

Skills

- **Skills Required**
 - Good communication skills
 - Ability to interact with a diverse group of people
 - Must be punctual & dependable
 - Solid organizational and problem-solving skills
 - Ability to work as a team player
- **"Nice to Have" Skills**
 - Bilingual abilities (any language will be considered)
 - Willingness to learn software programs as needed
 - Interest in history or military history

Setting

- Work setting is inside Building 42, the home of the National Museum of the American Sailor. Work takes place at the Front Desk located in the main lobby.
- NMAS will provide all tools, equipment, and supplies as needed.
- Dress code is comfortable business casual. Volunteer must wear closed-toe shoes.

Schedule

- Front Desk shifts are Monday-Saturday, from either 0900-1300 or 1300-1700.
- A volunteer in this position will ideally work a minimum of two shifts (whichever time range) per month.

- A three-month commitment is required for this volunteer position.

Note: Front Desk Greeters are welcome to bring a book to read, or borrow one from NMAS' Resource Library, during their volunteer shifts so long as the public is welcomed.