

The Western Reserve
FIRE MUSEUM
and Education Center

VOLUNTEER POSITION DESCRIPTION

| | |
|----------------------------|--------------------|
| Volunteer Position: | Admissions Docents |
|----------------------------|--------------------|

Summary of Volunteer Role

The Western Reserve Fire Museum & Education Center is looking for volunteers to assist as Admissions Docents at the Front Desk & Gift Shop. The Museum is open Wednesday through Saturday from 10:00 am to 4:00 pm. Volunteers will greet and interact with visitors at the Front Desk and handle all admission and membership sales. Volunteers will also process all Gift Shop transactions and work with staff regarding merchandise and inventory.

Duties & Responsibilities

- Opening and/or closing the Front Desk
- Opening and/or closing the register
- Greeting all visitors to the Museum
- Providing excellent customer service – answering visitor questions, providing information about the museum and upcoming events, and directing visitors to the exhibit area.
- Operating a cash register for admission and gift shop purposes. This will include using specific keys to log departments and processing cash, check, or credit for purchases and admission tickets.
- Ensuring enough change is available in the cash register for sales
- Promoting and selling Museum memberships
- Restocking gift shop merchandise
- Keeping tidy displays and cleaning/dusting the countertops and shelving when necessary.
- Working with staff to pull reports for sales and admissions
- Other duties as assigned

Qualifications

The Western Reserve Fire Museum & Education Center is looking for volunteers that are:

- Friendly, outgoing, and interested in fire history and safety.
- Training will be provided on the cash register and opening/closing procedures for the Front Desk & Gift Shop, however, interested volunteers must be comfortable handling cash, credit, and check transactions as well as working a cash register.
- Volunteers will also have excellent customer service skills and be able to interact with diverse visitors of all ages.
- Volunteers will be able to sit and/or stand for prolonged periods of time.
- Volunteers will need to have availability Wednesday through Saturday from 10:00 am and 4:00 pm. Specific shifts can be arranged for volunteers.
- Volunteers may also be needed for school groups during the week days.
- At least 18 years old.
- Volunteers will be able to function independently and be able to take direction from staff and members of the Board.
- Volunteers will be knowledgeable about Cleveland and able to promote upcoming events, memberships, and point out nearby attractions/locations to visitors.

To Apply:

Fill out a Volunteer Application and return to the Western Reserve Fire Museum & Education Center. Contact the Museum at 216-664-6312 or info@wrmfc.com.