



PUBLIC PROGRAMS VOLUNTEER

Doing Good Does You Good! Apply to become a Public Programs Volunteer at the National Museum of African American History & Culture. Public Program Volunteers support and contribute to the successful undertaking of the Museum's public programs, educator programs, and conferences.

VOLUNTEER DUTIES

Public Program Volunteers help with the following:

- Facilitating set-up prior to the program
- Welcoming arriving visitors
- Checking-in visitors
- Scanning tickets
- Line management
- Distributing handouts
- Answering visitor inquiries
- Providing directions
- Distributing and collecting evaluations
- Facilitating break-down and clean-up
- Escorting program participants and their guests to seats or staff
- Assisting staff where needed and undertaking special assignments related to the event or program
- Preparing program materials
- Assisting with Q&A sessions and serving as timekeeper
- Behind-the-Scenes assistance
- Working with children & families to facilitate programs

DESIRED SKILLS & ABILITIES

- Must be welcoming
- Able to problem-solve
- Provide excellent customer service
- Be comfortable or willing to learn to use an iPad and visitor evaluation techniques
- Ability to react quickly and solve problems
- Foreign language skills are helpful but not required

Volunteers should possess the following qualities:

- Welcoming personality and enthusiasm for working with the museum's diverse visitors
- Strong interpersonal skills – must be able to make each visitor feel welcome, impart relevant information and resolve problems
- Interest in African American History and Culture
- Ability to work with a team enthusiastically, dependably and flexibly
- Ability to react quickly and solve problems or recognize when to contact a staff person
- Follow all museum policy even during difficult situations and problematic visitors.



- Must be able to lift up to 10lbs

REQUIREMENTS

- All abilities are welcome.
- Background check is required
- Must be 18 years of age or older
- Completion of volunteer training

TRAINING

- The training program will be comprised of in-person and online sessions. Training includes directed and independent study; lectures and demonstrations by museum educators and experts; activities; and on-the-job experience. These sessions will also be taught in connection with the Smithsonian Institution office of Visitor Services and the Office of Protection Services.

SCHEDULING

- Volunteers must commit to at least **TWO** years of service including the successful completion of a comprehensive training based on customer service and an introduction to the museum's content. Continued volunteer service is subject to yearly performance reviews.
- Public programs take place weekdays and weekends, during the Museum's regular hours of operation and in the evenings. Schedules and frequencies are dependent on a number of factors. As a result, volunteers will not be held to a consistent schedule but will be expected to serve at least 2 events per quarter.
- All public, educator and classroom programs will be scheduled consistently, and volunteer schedules and time commitments will be subject to change.

LOCATION

National Museum of African American History and Culture
1400 Constitution Ave NW
Washington, DC 20560
Email: NMAAHCVolunteers@si.edu

HOW DO I APPLY?

Apply [here](#) and submit your application to become a Public Program Volunteer. The application deadline is September 27, 2019. New volunteer orientation training will take place in late October 2019. Due to the large number of applications we receive, only those selected to participate in the program will be contacted.
