



## **SPECIAL EVENTS VOLUNTEER**

If You See a Need, Take the Lead! **Apply to become a Special Events Volunteer at the National Museum of African American History & Culture.** You can support and contribute to the successful undertaking of the Museum's private events!

### **VOLUNTEER DUTIES**

**Volunteers will facilitate events by assisting with the following:**

- Setting-up Welcome Desk prior to the event
- Welcoming arriving guests
- Checking-in guests
- Distributing maps, programs, and/or handouts related to the event
- Answering visitor inquiries
- Distributing and collecting comment cards towards the conclusion of the event
- Facilitating break-down and clean-up of the Welcome Desk
- Assisting staff where needed

### **DESIRED SKILLS & ABILITIES**

- Strong interpersonal skills
- Discretion, even with high profile guests or public figures
- Flexibility in changing situations
- Promptness
- Ability to react quickly and solve problems
- Foreign language skills helpful but not required

### **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.



- The majority of Special Events are scheduled on weekday evenings, with the occasional weekend events. We are looking for volunteers who have availability between 5:30PM and 11PM on weekday evenings and 7AM-10AM on weekday mornings.
- Volunteers will be expected to serve at least 2 events per quarter.

## LOCATION

National Museum of African American History and Culture  
1400 Constitution Ave NW  
Washington, DC 20560  
Email: [NMAAHCVisitorServices@si.edu](mailto:NMAAHCVisitorServices@si.edu)

## HOW DO I APPLY?

Apply [here](#) and submit your application to become a Special Events Volunteer at NMAAHC. Due to the large number of applications we receive, only those selected to participate in the program will be contacted.

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