



## “Ask Me” Volunteer Description Form

SECTION I – GENERAL DESCRIPTION	
<b>Date:</b>	<b>Department:</b> <i>Volunteer</i>
<b>Volunteer Title:</b> <i>Ask Me Volunteer</i>	<b>Supervisor’s Name and Title:</b> <i>Elise Thompson, Volunteer Coordinator</i>
<p><b>Summary of the Position:</b>  <i>The “Ask Me” volunteer will provide excellent guest services to visitors upon entering the museum. Volunteer tasks will include making sure the front door is closed at all times, informing guests about our educational programs, workshops, special events as well as general questions guests may have about the museum. Ask Me Volunteer may also assist the Front Desk staff by directing traffic flow.</i></p>	
<p><b>Duties and Responsibilities:</b></p> <ul style="list-style-type: none"> <li>• Greets guests and answers questions in the exhibits</li> <li>• Answer questions regarding our educational programming which may include classes, Good to Go classes and/or events, special events</li> <li>• Help control the flow of traffic as well as making sure the front door is closed at all times</li> <li>• Greets and interacts with all guests in a friendly professional manner</li> <li>• Explain to guests our “timecards” and how to best utilize them throughout the museum</li> <li>• Give tours of the museums to guests</li> <li>• Walk a family member into the museum to meet their family</li> <li>• Promote volunteerism at Pretend City!</li> <li>• Stamp guests hand upon exiting the museum</li> </ul>	
<p><b>Skills and Qualifications:</b></p> <ul style="list-style-type: none"> <li>• Must be responsible, reliable, and punctual</li> <li>• Exudes an outgoing and pleasant attitude</li> <li>• A professional and positive approach to volunteering</li> <li>• Able to read and understand the Pretend City information Handbook and answer visitor’s questions</li> <li>• Open availability during museum hours</li> <li>• Experience and/or interest in visual arts and/or theater arts preferred</li> <li>• Must be able to complete a volunteer application, background check (if over the age of 18 years old), and attend a volunteer training</li> </ul> <p style="margin-left: 20px;">*Bi-Lingual in Spanish, Chinese, and/or Korean a plus</p>	
<p><b>Time Commitment:</b></p> <ul style="list-style-type: none"> <li>• Year round!</li> <li>• Choose 1 shift to attend on a weekly basis</li> <li>• Shift times: Monday: 10:00-1:00pm Tuesday-Sunday: 10:00 am-12:00pm, 12:00pm-2:00pm, 2:00-5:00pm</li> </ul>	
<p>*We strongly encourage our volunteers to pick up at least one three hour shift per month.</p>	

**Training:**

- Pretend City Volunteer Training
- Safety Training
- Department Training (if necessary)

**Benefits:**

- Spend time in a professional and creative environment
- Use your professional skills to aid children and families within your community
- Able to use existing and/or gain customer service skills
- Able to volunteer in a friendly, outgoing environment

**Supervisor/Other Work Relationships:***Direct Supervisor:*

- Elise Thompson, Volunteer Coordinator

*Other Contacts:*

- Within the organization:
  - Duke Ha, Maira Canchola, Michelle Ornelas, Michelle Silber (BrainBuilders)