

Old Coast Guard Station Volunteer Position Description

Title: Gift Shop Assistant/Ambassador

Objective: The gift shop assistant/ambassador provides front-line customer service to museum visitors. The gift shop assistant welcomes visitors and promotes the museum and gift shop by sharing general and mission-oriented information as appropriate.

Specific Responsibilities

- Welcome visitors to the museum and provide information regarding the museum, shop, and local attractions (training provided).
- Provide visitors with excellent customer service and ensure a positive experience.
- Assist in inventorying and pricing Gift Shop merchandise and in recording sales and admissions.
- Learn the organization of the stock room in order to assist with stocking & sales.
- Maintain familiarity with giftshop merchandise in order to assist customers.
- Learn content of museum permanent and temporary exhibits and upcoming events.
- Serve as museum ambassador to promote interest in museum events and programs.
- Monitor security of gift shop displays and merchandise and report any concerns to staff.
- Participate in continuing training workshops, lectures, and seminars.
- Record hours of duty as directed by the volunteer coordinator.

Requirements:

Candidates must be able to:

- Speak clearly and comfortably with diverse members of the general public.
- Develop rapport with visitors and engage in appropriate, positive, conversation.
- Recognize and gauge visitor interests and anticipate needs to provide optimal customer service.
- Maintain a clean and professional appearance.
- Adhere to guidelines and policies in the volunteer handbook.

Scheduling:

Gift Shop Assistants/Ambassadors are scheduled on a regular basis or as substitutes. Shifts are generally 3.5 hours, from 10 am-1:30 pm and 1:30-5:00 pm.

Supervisor:

Gift Shop Assistants/Ambassadors report to the Director of Programs, Education, & Volunteers.