

Great Lakes Children's Museum
Volunteer Job Description

Program Greeter

Revised January 2023

Location: Great Lakes Children's Museum **Reports to:** Impact Manager, Museum Educator

Purpose

The Great Lakes Children's Museum provides a foundation for lifelong learning through play-based exploration. A program is essentially guided play and could look like a craft session, a story reading, a STEM event, or an educational game. The Program Greeter welcomes participants to the program space, gives them instructions they need to have fun, and tracks attendance.

Position Summary:

More often than not, a participant's frame of mind going into an event has a HUGE impact on how they enjoy that event. Someone who is not greeted or shown what is available may not feel welcome, might feel overwhelmed, and is more likely to misuse the materials (unintentionally or because they feel like no one is watching). We can dramatically improve their experience and everyone else's by greeting them warmly, orienting them to their options, and reminding them of how we want them to behave right off the bat. This position is not responsible for kids' behavior or carrying out the programs; just for welcoming, orienting, and counting the guests that participate. (Those looking to DO the programming should look at the job description for Program Assistant.)

Duties

- Maintain a safe environment and call out unsafe situations if they arise.
- Warmly greet participants to the program, asking them to show a wristband or ticket if the program requires it
- Direct participants on how to begin, whether there is a particular path to follow, and what activities are available. Relay any Do's and Don'ts particular to the program to the participants.
- Track Child and Adult attendance at the program as closely as possible and report it to the front desk.
- Record volunteer hours online or in the logbook kept in the GLCM office.

Requirements

Experience: No particular experience is required for this position.

Time & Commitment: There is no minimum or required amount of time for this position.

Volunteers must always adhere to the 'Volunteer Code of Conduct'. For more information, see the Volunteer Handbook or speak with the Impact Manager.

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Restrictions:

- Maintain two-deep supervision. Avoid 1 on 1 situations with a child where their guardian cannot see or hear them.
- Maintain a positive image of the Children's Museum. Rudeness and negativity towards guests and the public prevents play-based exploration and learning from occurring. Those who cannot maintain a welcoming, positive attitude - especially towards people of different races, beliefs, sexual orientations, etc. - should not apply.

Application

1. Fill out a volunteer application found online or in the GLCM Office.
2. Review the Volunteer Handbook and Code of Conduct; return a signed copy of the Code of Conduct to the Impact Manager.
3. Conduct a brief interview with the Impact Manager to determine your schedule, your 'will do's and won't do's, and any changes you would like to make to this job description.

Compensation

This is an unpaid position.

Drop In Volunteers

Program Greeter is a great entry-level drop-in volunteer position. While we hope you return to be a greeter for multiple programs throughout the year, this is a great option for those looking for a one-and-done, low-pressure volunteer event.

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