

Honolulu Museum of Art

Volunteer Position:
Visitor Information Center
Overview/Purpose:
As a Visitor Information Center volunteer, you will be part of a group of enthusiastic volunteers who provide a welcoming presence at the front of the museum by providing excellent customer service to all visitors and staff.
Activities/Duties:
Volunteers will play an integral role in assisting our Visitor Services staff with – <ul style="list-style-type: none"> • Greeting all guests and visitors; • Providing general information about the museum and responding to inquiries regarding exhibitions, events, films/performances at Doris Duke Theatre, the Gift Shop, Café, Spalding House, and the Art School; • Selling museum admission; • Promoting and selling museum memberships by explaining the benefits of joining; • Operating the POS register and processing cash, check, and/or credit card transactions for admission, and/or membership sales; • Logging members and promotional visitors in the POS system; • Assisting Shangri La tours by directing visitors to the Palm Courtyard, and/or Shangri La offices; • Calling a taxi for visitors when requested; • Handle claim check items; and • Other duties, as assigned.
Desired Qualifications:
<ul style="list-style-type: none"> • A strong interest in the Honolulu Museum of Art, its collections, and museum settings in general; • A willingness to learn and share information about the museum and its collections; • Punctuality – reports for shift on time, & is ready to perform all above activities/duties in a timely and courteous manner; • Excellent customer service and ability to assist and communicate well to a diverse group of people of all ages; • Ability to be focused in a busy environment; • The utmost level of discretion and confidentiality; • Ability to navigate both the Honolulu Museum of Art, & its website.
Training:
<ul style="list-style-type: none"> • This position requires one 3hr. session of training/shadowing prior to start; • Must attend at least one New Volunteer Orientation, held quarterly in the museum.

Honolulu Museum of Art
 900 S Beretania Street
 Honolulu, HI 96814
 808-532-8700

www.honolulumuseum.org

Honolulu Museum of Art
 Spalding House
 2411 Makiki Heights Drive

Honolulu Museum of Art
 First Hawaiian Center
 999 Bishop Street

Honolulu Museum of Art
 School
 1111 Victoria Street

Honolulu Museum of Art
 Doris Duke Theatre
 Entrance on Kinau Street

Position Location(s):
Honolulu Museum of Art; 900 S. Beretania Street, Honolulu, HI Honolulu Museum of Art Spalding House; 2411 Makiki Heights Drive, Honolulu, HI
Supervision:
Director of Volunteer & Visitor Services, and/or VIC Manager/Associates
Time Commitments:
One 3-hour shift per week
Benefits:
<ul style="list-style-type: none">• Volunteers will build relationships with museum staff and members;• Opportunity for ongoing personal development and learning;• Insider access to the museum & world class exhibitions;• Invitation to two annual volunteer recognition events; and,• (1) Family Guest Pass to the museum.