Volunteer Position:
Visitor Services Volunteer

Overview/Purpose:
As a Visitor Services volunteer, you will be part of a group of enthusiastic volunteers who engage and assist visitors throughout the museum answering questions, giving directions, and supporting visitor and art safety policies and procedures.

Activities/Duties:
Volunteers will play an integral role in assisting our Visitor Services staff with:
- Roaming museum galleries and courtyards providing general information about the museum, connecting visitors with docents, and responding to inquiries regarding exhibitions, events, films or performances at the Doris Duke Theatre, as well as the Gift Shop, Café, or Art School.
- Assists Shangri La tours by directing visitors to the Palm Courtyard and/or Shangri La ticketing offices.
- Administers and collects visitor surveys and comment cards.
- Alerts visitors with food or beverages in the galleries that they must be consumed in the outside courtyard areas.
- Discourages visitors from getting too close or touching the art.
- Other duties, as assigned.

Desired Qualifications:
- 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 & the website.

Training:
- Volunteers will receive ongoing training and communication on museum policies and procedures, event, and exhibitions.
- Invitations to attend artist talks and docent-led tours of new exhibitions.

Position Location:
Honolulu Museum of Art, 900 S. Beretania Street, Honolulu, HI

Supervision:
Lead Visitor Services Associates

Time Commitments:
One 3-hour shift per week

Benefits:
• Insider access to the museum & world class exhibitions.
• Parking pass for HoMA staff and volunteer lots.
• Opportunity for ongoing personal development and learning.
• Invitation to annual volunteer recognition event.