

VOLUNTEER JOB DESCRIPTION

Position Title: Reception and Gift Shop Volunteer

Purpose: Reception and Gift Shop Volunteers support Museum of Ontario Archaeology by assisting in the Gift Shop, greeting visitors, and managing inventory.

Key Responsibilities:

- Providing a warm welcome to visitors as they arrive.
- Greeting and directing Birthday Party and Facility Rental guests as they arrive.
- Providing information on the museum to visitors.
- Recording visitor statistics.
- Completing retail transactions in the Gift Shop.
- Maintaining orderliness and cleanliness in the Gift Shop.
- Re-stocking shelves when inventory runs low.

Supervisor of Position: Community Coordinator or Administrative Officer

Scheduling: Gift Shop Volunteers will help in the Gift Shop during hours when the museum is open to the public.

Qualifications:

- Some experience in a retail setting would be an asset.
- Commitment to excellent customer service.
- A friendly and engaging personality.
- An interest in history and willingness to learn about Ontario archaeology to help interpret information to visitors and answer general questions.
- An interest in merchandising and retail services.
- Strong verbal and written communication skills.

Working Conditions:

- Some lifting of heavy objects (i.e. books) may be required.

Support Provided: All volunteers are provided with an orientation to the Museum of Ontario Archaeology and training will be provided on the use of the Gift Shop's cash registers and procedures. In addition, Gift Shop Volunteers will work closely with the Community Coordinator to enhance visitor experience and increase revenues in the Gift Shop.



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Archaeology
History In Your Hands