

Front Desk Ambassador

Service Summary: Front Desk Ambassadors are welcoming, helpful and ready to assist any guests. Front Desk Ambassadors assist with all aspects of visitor services at the Museum. This includes reception desk, admission, registration for public programs, and visitor statistics. By joining the Front Desk Ambassadors, you will help make S'edav Va'aki Museum a great place to visit.

Supervisor: Community Engagement Coordinator/Volunteer Program Specialist

Duties:

- Stationed out in the open lobby area to welcome and help guests.
- Proactively welcome guests with a smile and a friendly greeting
- When behind the desk, complete cash and credit card transactions using Square POS System
- Ask guests data gathering questions and record responses (e.g.: Where are you from?, How did you hear about us?, etc.)
- Give guests maps and point out main features, including main gallery, special exhibits, and outside trail
- Be prepared to give guests an introduction to the history of the Ancestral Sonoran Desert People
- Be aware of what is happening that day and week at the Museum to offer guests suggestions for their visit
- Promote upcoming events or special exhibits
- During slow times, help staff maintain clean admissions station and exhibits, and/or prep supplies for upcoming events (e.g., crafts, brochures, etc.)

Available Days and Times:

- October-April:
 - Thursday – Monday Mornings/Afternoons
 - Tuesdays for School Groups
 - Extended hours for special events
- May-September:
 - Tuesday – Monday Mornings

Required Time Commitment:

- Minimum one 3-4 hour shift once a month
- Preferred regular (bi-monthly or monthly) commitment to day and time slot.

Required Training:

- Orientation
- Education Manual
- Archaeology 101
- Museum 101



- Cash Handling Training
- Square POS Training
- Shadow with a Front Desk Ambassador for 2 shifts and meet with the Community Engagement Coordinator and Volunteer Program Specialist before being alone at the front desk

Required Skills:

- Must be responsible, reliable, and punctual
- Must be enthusiastic, kind and willing to learn
- An outgoing and pleasant attitude
- Cash handling experience
- Flexibility and willingness to learn new skills
- Able to perform general computer and data entry tasks (typing, Microsoft Office, etc.)

Additional Helpful Skills:

- Experience or education in history, anthropology, archaeology, and/or teaching

Desired Impact on Museum and Visitors:

- Advance the Museum's mission to be a space where all members of the community feel welcomed and included
- Visitors will feel comfortable in their understanding of the geography and subject matter of the Museum
- Visitors will gain an understanding of the purpose and activities of the Museum
- Visitors will take away information about the Ancestral Sonoran Desert People's culture, archaeology, Phoenix history, and cultural sensitivity

Benefits to Volunteer:

- Gain an understanding of the purpose and activities of the Museum
- Acquire new skills related to museum operations, front desk management, and educational programming
- Access to resource publications, lesson plans, exhibit guides, and background materials on the Museum and exhibitions
- Access to researching in the S'edav Va'aki Museum's Research Library
- Opportunities to participate in workshops and attend continuing education classes, lectures, exhibit openings, and trips
- Opportunities to develop friendships with others who share similar interests
- Free admission to the Museum
- Opportunity to participate in the annual Volunteer Recognition Event each spring
- Discount in Museum Store

