



Information Booth Volunteer Position Description

SUMMARY:

Act as a host and concierge at the Kentucky Science Center. This role will help animate the flagship facility as an intermediary between staff and guests. The Information Booth Volunteer will greet guests as they enter the Science Center and assist them by answering questions about the Science Center and surrounding area as well as directing to the correct location to purchase admission, etc.

KEY RESPONSIBILITIES:

- Act as ambassador for the Kentucky Science Center
- Assist guests with a variety of questions about the Center and the city
- Occasionally answer general information phone calls and transfer phones
- Be knowledgeable about the Kentucky Science Center
- Able to maintain a timed schedule of events

QUALIFICATIONS:

- Knowledge of downtown locations and eateries a plus
- Must have a strong desire to exceed the needs of visitors and staff
- Must maintain a glowing attitude meeting the visitors' needs
- Organized, dependable and responsible; able to work with limited direct supervision
- Ability to follow verbal and written instructions
- Must pass a background check

TIME COMMITMENT:

Lunchroom Hosts are asked for a minimum service commitment of six months with 8 or more hours of service per month. Available hours are between 9am and 5pm Sunday – Thursday and 9am to 9pm on Friday and Saturday.

TRAINING:

All volunteers participate in the New Volunteer Orientation. Information Booth Volunteers also receive on-the-job training based on individual projects within the departments. Volunteers will also have the opportunity to participate in customer service and emergency procedures trainings as well as a behind the scenes tour of the Science Center.

WORKING CONDITIONS:

- Must be able comfortable standing or walking for extended periods
- Must be able to work in a moderate to noisy work environment
- Must be able to communicate verbally with visitors and staff
- Reasonable accommodation may be made to those who can perform essential duties of this job

The Kentucky Science Center reserves the right to revise this Position Description, as it deems necessary.