

WELCOME DESK VOLUNTEER POSITION DESCRIPTION

Job Title	Welcome Desk Volunteer
Staff Coordinator	Program Support Assistant
Objective	To provide a welcoming atmosphere to all guests of the Jimmy Carter Presidential Library and Museum by greeting visitors to the museum and staffing a Welcome/Information Desk to provide information including but not limited to that about the museum, library, and surrounding area.
Job Description	Welcome Desk Volunteers staff the Welcome Desk/Information Desk located in the lobby of the Jimmy Carter Presidential Library. They greet all people who enter the building, providing a positive first experience. This is an ongoing volunteer position.
Activities and Responsibilities	Welcome Desk Volunteers will be responsible for greeting anyone who enters the building and providing information to questions asked of them regarding topics such as (but not limited to) upcoming events, how to conduct research in the library, general directional questions, and membership information.
Characteristics, Training, and Experiences	Welcome Desk Volunteers must be visitor service oriented. Volunteers should be comfortable standing or sitting for periods of time as well as be comfortable in both busier periods of time and slower. Training for volunteers will take place by shadowing a current Welcome Desk Volunteer or the Program Support Assistant.
Supervision, and Benefits	The Program Support Assistant trains and supervises. Welcome Desk Volunteers will be able to gain an understanding of the purpose and activities of a Presidential Library and Museum by having access to ongoing educational opportunities. Volunteers may purchase Museum Gift Store items at a 15% discount and may also gain free admission to the museum for up to 3 adults when accompanying the adults.