



MUSEUM AMBASSADOR Position Description

PURPOSE: Museum Ambassadors are an integral part of the science center's operations and ensure that visitors have an enjoyable experience at the Fleet. Ambassadors welcome and greet visitors, answer visitor's questions, collect tickets, monitor theater shows and galleries, staff the information podium at the entrance, facilitate school groups, and help open and close the building.

KEY RESPONSIBILITIES:

- Greet and welcome visitors and groups, answering questions and informing them of Fleet rules, as required
- Check for appropriate tickets and membership cards
- Direct visitors to galleries and other key points of interest
- Assist with opening and closing procedures
- Monitor theater shows and galleries
- Stay knowledgeable of current exhibitions, theater shows and events
- Be knowledgeable of safety and emergency procedures
- Offer general information about the Fleet, Balboa Park and San Diego

IMPACT GOAL: Maximize visitor experience with excellent service.

QUALIFICATIONS:

- Energetic, outgoing and friendly, with enthusiasm and interest in the Fleet Science Center
- Strong desire to interact with the public and assist visitors from diverse backgrounds, being courteous, professional, patient and respectful at all times
- Able to succeed in a sometimes crowded, noisy environment
- Comfortable working independently, as well as within a team environment
- Present a professional appearance
- Excellent communication skills and can act with diplomacy and tact
- Comfortable with public speaking, or interest in gaining this skill

TIME COMMITMENT: Museum Ambassadors are asked for a minimum service commitment of six months, with 12 or more hours per month. Additionally, volunteers must attend all training sessions.

TRAINING: All volunteers participate in the "New Volunteer Orientation and Classroom Training." New Ambassadors attend a Classroom Training and Floor Training, as well as

participate in the Mentorship Program by shadowing an experienced Museum Ambassador for a minimum of 3 shifts in the first 30 days.

BENEFITS to the ORGANIZATION: Museum Ambassadors play an integral part in Fleet operations, helping us open our doors to the public 365 days of the year. They support our mission by providing a friendly, welcoming environment where visitors can learn about science and technology and have fun doing it.

BENEFITS to VISITORS: Museum Ambassadors help create the environment where visitors can learn about—and enjoy learning about—science and technology. Ambassadors ensure that each visitor gets the most out of their visit to the Fleet.

BENEFITS to VOLUNTEERS:

- Free admission to the galleries and theater shows on the days of your shifts
- Special discounts in the North Star Science Store and Galileo's Café
- Discounted memberships
- Gain new skills and experience
- Meet interesting people from all around the world
- Achievement of personal and professional goals
- Recognition and gratitude for your service
- Satisfaction of providing a valuable community service