

# ORANGE COUNTY REGIONAL HISTORY CENTER

## History Center Exhibit Guide

The Exhibit Guide for the Orange County Regional History Center supports the Exhibit Department functions and staff in achieving established organizational goals. This position is responsible for successfully supporting the full range of activities required to expand and strengthen the History Center's visitor experience. Exhibit Guides are ambassadors of the museum and its mission. They are colleagues of the museum staff. Exhibit Guides are agents of customer service.

### **Volunteer Position: History Center Exhibit Guide**

#### **Position Timeline :**

Position is available year-round, 7 days per week.

Reports to: Diane Masciale, Volunteer/Intern Coordinator

#### **Volunteer Shift:**

Monday – Friday: 12:30pm – 5:00pm

Saturday: 10:00am – 2:00pm/ 1:00pm – 5:00pm

Sunday: 12:00pm – 5:00pm

#### **Volunteer Training:**

Exhibit Training provided online

Exhibit Guide orientation provided first day of shift

#### **Volunteer Physical Requirements**

Benches provided throughout museum, no long periods of standing

#### **DUTIES AND RESPONSIBILITIES:**

Maintain presence in museum galleries

Greet guests pleasantly and in a welcoming fashion, offering suggestions for enhanced experience

Assist visitors as needed

#### **REQUIRED KNOWLEDGE, SKILLS, AND PERSONAL QUALIFICATIONS:**

Minimum age: 15 years-old

Great verbal communication skills

Excellent customer service skills

The above description and qualifications are not all-inclusive and represents a majority of the key responsibilities of this position. Other duties may be assigned in the course of the exhibition as required to fulfill the directives of the Exhibit Department and strategic plan or as designated by executive staff.

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