Milwaukee Public Museum
 Volunteer Placement Description for Ask Me! Desk

Placement Location: 
Ask Me! Podium, on the First Floor

Primary Contact: 
Volunteer Coordinator

Length of Placement: 
Minimum: six 4-hour shifts over three months

PURPOSE: Positively enhance visitor experience as the welcoming, smiling host/hostess for MPM visitors while staffing the Ask Me! podium. Meet the visitors’ needs for finding their way around MPM.

RESPONSIBILITIES

• Positively reply to visitor questions and concerns with age appropriate responses.
• Learn location and basic content of MPM permanent exhibits and traveling exhibits.
• Become familiar with and demonstrate ability to use Ask Me! Desk resources (including electronic resources).
• Know/follow MPM policies as outlined in Volunteer Handbook and Rules of Decorum on the website.
• Self-schedule only for a date you know you can commit-to; record service hours on the internet calendar.

QUALIFICATIONS

• Must be a registered MPM volunteer, age 18 or above, and attend training for this position.
• Have the physical, cognitive and emotional skills to interact with the public, learn about MPM exhibits and policies, and impart accurate information.
• Have good communication skills in the English language (additional languages a plus), a cheerful attitude, and a strong sense of accountability to MPM and its visitors.
• Reliability, promptness, and honesty are strong expectations.

HOURS and AVAILABILITY

• Ask Me! is a seven-day-per-week opportunity with the greatest need for volunteers Friday—Monday and on holidays. (MPM is open 9-5 daily, 9-8 Thur; closed Thanksgiving, Christmas Day and July 4th.)
• To maintain active status and an Individual Volunteer Membership with MPM, volunteer must complete and record at least 48 hours per MPM calendar year (Sept-Aug) in Volgistics.

TRAINING:

• Trainings for the Ask Me! Desk are held 5x a year.
• Spend at least one 4-hour shift visiting MPM exhibits to learn about and understand locations in order to better respond to visitor’s questions.
• Personal time is needed to become familiar with the museum’s website at home.

DRESS CODE: Business Casual, see Volunteer Handbook for specifics. Volunteer ID must be worn visibly at all times. An “Ask Me!” button is provided.

BENEFITS

• All Volunteers (Event and Individual Membership) receive reduced parking fees in MacArthur Square and monthly emailed updates about MPM. (For reduced parking in MacArthur Square, purchase a pre-paid $5 parking ticket at the admission windows before returning to your car.)
• An Individual Volunteer Membership (48+ hours per year) earns discounts in the café, coffee kiosk, and gift shop when wearing your Volunteer Badge. With 48 hours Sept-August, it is renewed for the next year.
• Event Memberships, for those completing less than 48 hours/year, earns reduced parking in MacArthur Square.

SUCCESS MEASURES

• Visitors are able to customize their visits based on Ask Me! volunteer’s recommendations.
• Visitors have a better MPM experience because of you and want to return.
• Volunteers honor their commitment and become proficient in using Volgistics to schedule shifts and record hours.
• Volunteers maintain communication with the MPM Volunteer Coordinator.