



## **Volunteer Admissions Clerk Job Description**

**Time Frame:** May through November, 2015

**Paid Position:** No

**Hours:** flexible, minimum 3.25 hour weekly shift, weekend and some evening hours available but not required

The Hudson River Maritime Museum (HRMM) is seeking friendly, outgoing, personable people with good customer service skills to serve as volunteer Admissions Clerks in the museum gift shop.

As an Admissions Clerk, you are an essential facilitator between visitors and the museum, ensuring that visitors and the general public have an enjoyable, engaging, and memorable experience while at the museum. You will sell admissions tickets and gift shop merchandise, track visitation, and answer visitor questions. As a volunteer, you give freely of your time to support the museum and facilitate enjoyable visitor experiences.

### **Requirements**

The ideal volunteer Admissions Clerk will have past retail experience including running a cash register and dealing with the general public in an appropriate manner. The ability to work with others is important as busy shifts may have two clerks scheduled at once. Previous retail experience is a plus, but is not required as training is provided.

The museum is open 11 am to 5 pm every day, May through the end of October. The day can be broken into two shifts: 10:45 am to 2 pm, and 2 pm to 5:15 pm (3.25 hours each), or you may also work the full 6.5 hour day. Volunteers who can commit to at least one weekly shift for the whole season are preferred. At least one clerk will be in the gift shop at all times. At least one museum staff member will be in the building to supervise and assist at all times.

Some evening shifts are also available for monthly lectures on Wednesdays. Evening shifts are from 5 pm to 7:30 pm.

### **Responsibilities**

Morning clerks are responsible for opening the museum (turning on lights, counting out the register drawer). Afternoon clerks are responsible for closing the museum (turning off lights, closing out the register drawer).

Admissions clerks are not responsible for balancing the cash register or for dealing with difficult customers. Clerks report directly to the Business Manager and/or the Volunteer Coordinator, who will assist you whenever necessary.

Although scheduling is flexible, you are expected to show up for scheduled shifts on time and ready to work. Advance written notice is requested for scheduled time off or cancellations of scheduled shifts.

### **Training**

Full training is provided by the Business Manager on a rolling basis, including opening and closing procedures, use of the cash register, tracking visitation, and customer service training.

You must attend at least two training sessions (intro and hands-on) at the museum. New volunteers may be paired with seasoned volunteers at first. The Business Manager and/or Volunteer Coordinator will be present each day should problems arise.

### **To Apply**

Please go to [www.hrmm.org/volunteer](http://www.hrmm.org/volunteer) to download an application form or apply online, or pick one up from the museum (winter hours are 10 am to 4 pm, Monday through Friday).

E-mail your completed form (a Microsoft Word Document) to: [volunteer@hrmm.org](mailto:volunteer@hrmm.org)

OR

Apply online at [www.hrmm.org/volunteer](http://www.hrmm.org/volunteer)

OR

Mail or return in person to:

Hudson River Maritime Museum  
50 Rondout Landing  
Kingston, NY 12401

**About HRMM**

The Hudson River Maritime Museum is a 501(c)3 non-profit organization dedicated to the interpretation and preservation of the maritime heritage of the Hudson River, its tributaries, and related industries. For more information, visit [www.hrmm.org](http://www.hrmm.org).