**Volunteer Admissions Clerk Job Description**

**Time Frame:** Year-round
**Paid Position:** No
**Hours:** flexible, minimum 3.25 hour weekly shift – weekend hours available

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 Thanksgiving and 11 am to 5 pm, Thursday through Sunday from December through April. Each day has two shifts: 10:45 am to 2 pm, and 2 pm to 5:15 pm (3.25 hours each).

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.

**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 museum staff, 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 museum staff on a rolling basis, including opening and closing procedures, use of the cash register, tracking visitation, and customer service training.

Training is on-demand. You will be trained by a museum staff person and may be partnered with a more experienced volunteer at first. Museum staff will be present each day should problems arise.

**To Apply**

Please go to 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

OR

Apply online at 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.