

Volunteer Opportunity

Position: Receptionist(s)



The Great Lakes Museum seeks volunteer **Receptionist(s)** to assist Museum staff with day-to-day operations, including greeting visitors, answering questions, and program bookings. This position is a great opportunity to work in a friendly, creative and collaborative work environment while developing administrative and communications skills, and learning about local maritime heritage. The Museum's mission is to inspire an enduring connection to the maritime heritage of Kingston and the Great Lakes.

This is an unpaid volunteer position from May to September – ideally two 3-hour shifts per week, but open to discussing availability.

Key areas of responsibility:

- Commit to supporting the work of the Great Lakes Museum as the first point of contact for visitors to the Museum
- Attend and complete a training program prior to beginning work, and future training sessions as needed
- Commit to maintaining a positive, safe and cooperative work environment
- Adhere to guidelines set out in Volunteer Personnel Regulations
- Be an ambassador for the Museum by greeting visitors in a friendly and professional manner, answering questions and promoting membership
- Provide some interpretation of the gallery, national historic site and Kingston, including answering questions
- Promote, sell and process admissions, tour bookings, experiences and gift shop sales with RocketRez
- Various administrative tasks as required by Manager

Preferred Qualifications and Skills:

- Good customer service skills; pleasant telephone manner, clear voice
- Must be comfortable talking to people on the phone or in person
- Good English language skills; second language skills an asset
- Neat, tidy appearance
- Ability to work with minimal supervision
- Must be comfortable with computers, use of payment systems and Microsoft Office suite an asset
- An interest in maritime heritage and its artefacts is an asset
- Able to follow instructions
- Comfortable handling cash