



**Colchester Historeum
Reception Desk Volunteer Job Description**

Job Duties and Responsibilities:

- Greet visitors upon their arrival to the Historeum
- Provide polite visitor service to visitors and members
- Operate the cash register to process admissions, membership fees, and retail items
- Daily accounting, including: counting the float and filling out appropriate forms at the beginning and end of each 2-3 hours shift
- Update date in guest book and ask all visitors to sign the guest book
- Ensure volunteers sign in and out on the *Volunteer Sign-in Sheet* to ensure their hours are tracked
- Answer incoming phone calls
- Provide direction to visitors
- Tidy retail and reception desk area
- Make copies of deposit forms and children's activities as needed
- The Reception Desk Volunteer must ensure that their actions are in accordance with the Volunteer Policy

Qualifications and Experience Requirements:

Ideal candidates will have strong customer service skills and enjoy interacting with the public and the Society's membership.

Review:

The Administrative Assistant will meet with each Reception Desk Volunteer once annually on the anniversary of their start date to discuss the volunteer's performance and goals.