



## **Marine Science Center Volunteer Job Descriptions and Requirements**

### **Guest Services Department**

This department offers an excellent opportunity to provide memorable guest interactions. Whether you are assisting customers with purchases or displaying merchandise, each MSC Guest Services team member is a representative of the County of Volusia. We help create experiences that inspire our visitors while furthering our county's conservation mission.

### **Job Descriptions**

#### Greeter Station

- Assist greeter with daily opening procedures such as raising the flag, opening gates, general cleaning.
- Assist the greeter with welcoming visitors, processing transactions, yearly passes, and general customer service questions.
- Assist visitors with facility locations and program schedules.

#### Gift Shop Station

- Assist staff with customer transactions, bagging, and customer questions.
- Assist with display merchandising and inventory management such as receiving, pricing, reporting on low inventory levels, and storage.
- Assist with general cleanliness of the gift shop - clean glass doors (entrance, turtle terrace, and back hall door), clean and tidy shelves, and dust wall hangings.

### **Volunteer Commitment and Requirements**

- There is a 3-month commitment required to volunteer with the Guest Services Department.
- Volunteers must be able to climb a step ladder.
- Volunteers are needed to complete four-hour shifts per week.
- Volunteers will be assisting in greeting visitors and providing a warm and welcoming environment for our visitors.
- Volunteers must possess basic computer proficiency.
- Volunteers must have a general knowledge of the MSC facility and mission.
- Volunteers must be able to work in a busy and occasionally loud environment.
- Volunteers will need to be able to stand, reach, bend, and lift 20 lbs.
- Volunteers must be willing to work together as a team while providing superior customer service.
- Volunteers must use good observation and communication skills.