



Northwest
African American
Museum

Volunteer Position: Guest Services Volunteer
Supervisor: Guest Services Officer

The **Northwest African American Museum (NAAM)**, located in Seattle, WA, shares the story of the African American experience in the Northwest. The Museum's exhibitions and programs feature the visual arts, music, crafts, literature, and history of African Americans in the Northwest. Visitors discover our journey to this region, the establishment of our vibrant community, and the ways in which we have survived. Cognizant of the Black community's continuous evolution, NAAM focuses on African Americans whose route to the new world was through slavery as well as recent immigrants arriving from places such as Somalia, Sudan and Ethiopia.

NAAM's mission is to spread knowledge, understanding, and enjoyment of the histories, arts and cultures of people of African descent for the enrichment of all. We accomplish our mission by working with others to:

- Present and preserve the connections between the Pacific Northwest and people of African descent; and to
- Investigate and celebrate Black experiences in America through exhibitions, programs and events.

NAAM seeks **Guest Services Volunteers** to serve as the face of the Museum and to create a welcome and accessible environment to Museum visitors. Guest Services Volunteers have a range of responsibilities, such as greeting visitors, answering questions, collecting admission fees, and selling memberships. Volunteers occasionally assist school groups visiting the Museum, depending on the volunteer shift.

NAAM is located in the historic Colman School Building in Seattle's Central District. The Museum's address is **2300 S. Massachusetts St., Seattle, WA 98104**. Free parking is available in our lot directly outside the Museum. Volunteers should park in Museum parking spots *only*, as the other parking spots are reserved for residents. The Museum is also easily accessible by public transportation—please visit [King County Metro Trip Planner](#) for directions.

This Guest Services Volunteer position is a great role for individuals who:

- Are passionate about NAAM's mission of sharing the story of the African American experience in the Pacific Northwest
- Are dynamic and friendly
- Show excellent customer service skills
- Demonstrate confidence in answering phones
- Are approachable and outgoing
- Have strong computer skills
- Are comfortable handling basic financial transactions

Volunteer Benefits:

All NAAM volunteers are receive the following benefits as a "thank you" for volunteering:

- Unlimited, free admission to the Museum



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- Reciprocal admission to partner museums during Volunteer Appreciation Week (April)
- Opportunities throughout year to attend partner museums' exhibitions and programs
- Discounts and complimentary tickets to select Museum programs
- Recognition at Annual Volunteer Appreciation event
- A chance to meet and connect with a community of Black arts and culture enthusiasts

Responsibilities:

Guest Services Volunteers are the face of the Museum and regularly interface with Museum visitors. This position is comprised of tasks from three areas depending on the shift—Guest Services, Store Support, and Store Prep. This includes:

- Adhere to the mission, vision and core values of NAAM
- Greet visitors and direct guests to proper event space
- Explain layout of the museum and hand out maps and brochures
- Take initiative to assist guests as needed
- Be familiar with layout of museum, the collections, and current exhibitions
- Direct visitors to restrooms and amenities as needed
- Sell tickets
- Suggest membership opportunities and sign up interested visitors as needed
- Check in pre-sold tickets
- Check coats
- Answer and forward calls to appropriate departments
- Assist guests with questions or shopping needs
- Ring up items purchased from NAAM store
- Ensure all store items are marked with pricing
- Ensure signage is up to date
- Restock shelves that are low on supplies
- Set up program displays, if needed

Skills and Qualifications Needed:

Individuals interested in the Guest Services Volunteer position should possess the following skills and/or qualifications:

- Understand and support NAAM's mission and vision
- Be able to embrace and articulate NAAM's mission to visitors
- Strong verbal communication skills
- Comfortable using communication technology (e.g. telephone, computer)
- Demonstrate a friendly, warm, and energetic attitude with a desire to interact with Museum visitors
- Collaborative, team player
- Comfortable with multitasking and setting priorities
- Be able to lift up to 25 lbs.
- Must be at least 18 years old
- Ability to pass a criminal history background check



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- Attend all required orientation and training sessions
- Ability to abide by all of NAAM's policies, procedures, and best practices
- Ability to abide by the Standards for Museum Volunteers

Setting:

This volunteer position takes place inside the Museum. Volunteers will need to be able to sit and stand intermittently depending on the task at hand. The staff supervisor will be onsite to assist volunteers with guidance or assistance during shifts.

Time Commitment:

Guest Services Volunteers are expected to commit to volunteering for **three months minimum** and maintain a regular schedule. Shifts take place Wednesday - Sunday within the hours of 11am-5pm.

Training:

All volunteers will attend an orientation and trainings that include:

- Best practices, policies, procedures and expectations
- Info on NAAM's mission, vision, and core values

All volunteers must undergo NAAM's volunteer application, screening, and onboarding process, which include passing a criminal history background check.