



## Volunteer Opportunity

To apply, send resume and cover letter to Tamra Stafford at [tstafford@airzoo.org](mailto:tstafford@airzoo.org)

**Position Title:** Volunteer Greeter

**Supervisor:** Volunteer Manager

**Position Objectives:** To provide a warm and welcome greeting to all guests who visit the Air Zoo.

---

---

### Responsibilities

1. Must be willing to consistently work a minimum of 16 hours each month
2. Must be enthusiastic and be able to easily converse with all types of visitors.
3. Must arrive on time for all scheduled activities.
4. Must have excellent customer service skills and enjoy interacting with the public.
5. Be familiar with Air Zoo policies and procedures.
6. Is knowledgeable regarding scheduled events and programs, ticket prices, wrist band prices, membership categories and prices, annual passes, general offerings, policies and procedures.
7. Must be appropriately dressed in the volunteer uniform at all times.

### Minimum Education / Experience Required

High School diploma or equivalent

### Knowledge, Skills and Abilities Required

Ability to interact with the public and make them feel welcome  
Ability to answer questions regarding the Museum  
Sound interpersonal skills  
Ability to effectively solve problems  
Ability to handle stressful situations  
Ability to interact with the public in a positive and enthusiastic manner  
Full understanding of customer service philosophy and procedures of the Museum  
Ability to undertake multiple concurrent tasks and work in an environment where interruptions are common  
Must be flexible with the ability to work independently and as a team member  
Well groomed appearance and compliance with the Museum's dress and personal appearance policies  
Professional work and punctuality habits  
Lifting and general cleaning abilities