



## Volunteer Job Description

Revised:

### Accounting Assistant

9/8/2018

- Salary Range:** None (Volunteer)
- Direct Accountability:** Controller
- Education:** College degree (earned or in progress) in related field or equivalent experience at a responsible level in accounting.
- Qualifications:**
- Advanced computer literacy in a variety of software packages.
  - Proficiency in Windows environment and Microsoft Excel.
  - Able to sort and file alphabetically.
- Summary:** Utilize and understand software including but not limited to Microsoft Excel, Word, and all accounting software used by the Museum. Project a friendly, smiling attitude.

#### **Duties and Responsibilities:**

1. Reconcile Balance Sheet Accounts – Assets and Liabilities on a monthly basis. (Excel spreadsheets are set up for the entire year).
2. Enter journals in MIP – Fund Accounting software, i.e., Payroll (bi-weekly) and Misc. Cash Receipts
3. Reconcile special events (wine/gala) receivables Revenue and Costs
4. Four hours weekly on a consecutive basis are required
5. All other duties as assigned by Controller.





## Volunteer Job Description

Revised:

### Building Maintenance Assistant

9/8/2018

**Salary Range:** None (Volunteer)

**Direct Accountability:** Building Superintendent

**Education:** Current high school student or above

**Qualifications:**

- Experience performing building preventive maintenance
- Working knowledge of building mechanical equipment
- Ability to access all areas of the museum to perform building maintenance

**Summary:** Work as a member of the Building Services staff to perform maintenance to ensure the upkeep of the facility.

#### **Duties and Responsibilities:**

1. Provide a safe, clean, comfortable, secure, and productive environment for employees and visitors.
2. Check all mechanical equipment in the building.
3. Maintain a record of work orders for building maintenance.
4. Work with minimal supervision.
5. Monitor all areas of the building and grounds on a regular basis to ensure problems are corrected immediately and normal deterioration is kept to a minimum.
6. Repair restroom fixtures.
7. Perform plumbing repairs and additions.
8. Repair office furniture and fixtures.
9. Hang pictures, bulletin boards, plaques, etc.
10. Repair or replace floor tiles, rugs, dry wall, ceiling tiles, doors, windows, etc.
11. Replace light bulbs and ballasts, make minor electrical repairs.
12. Assemble new furniture, shelves, desks, chairs, etc.
13. Perform minor wood working projects.
14. Perform repairs on janitorial maintenance equipment.
15. Assist contract electrical/air conditioning maintenance personnel as needed.
16. Perform minor construction projects.
17. Perform pressure cleaning of exterior walls, atrium, balconies, etc.
18. Perform landscaping and maintain exterior lighting.

19. Assist Contract Cleaners with the cleaning of the building when short of personnel, during special projects and whenever time restraints require assistance.
20. Assist with the security of the building when needed.
21. Perform duties of Building Superintendent during his absence.
22. Perform any other maintenance functions that are required to ensure the upkeep of the building.
23. Perform other related duties as requested by the building superintendent.



## Volunteer Job Description

Revised:

### Development and Event Assistant

9/8/2018

**Salary Range:** None (Volunteer)

**Direct Accountability:** Vice President of Development

**Education:** College degree preferred; minimum of 2 years of post secondary education and/or related equivalent experience.

**Qualifications:**

- Excellent computer skills with proficiency in Outlook, Word, Excel, Power Point and Raiser's Edge preferred.
- Thorough command of the English language.
- Good communication skills, initiative, tact, attention to detail and discretion.
- Must be able to work in an office environment and to sustain posture in a seated position for sustained periods.

**Summary:** Provide administrative support for fundraising campaigns and events; maintain donor constituent records and event support for annual gala and wine event.

#### **Duties and Responsibilities:**

1. Prepare thank you letters to all auction donors using mail merge.
2. Be proficient and responsible for updating reports for the event in Excel, Word, and PowerPoint.
3. Assist with special projects for capital campaign, such as prospect research, contract management, or preparation and distribution of campaign materials.
4. Prepare correspondence, based on general information provided by the President or Vice President, for their signature and release. Assist with production of PowerPoint presentations, reports, and grant materials when requested.
5. Organize and maintain filing system and other materials in the President's office & maintain filing system for Development.
6. Handle telephone calls and messages effectively, providing assistance when appropriate and/or gathering maximum information to assist recipient in handling.
7. Maintain contact records for President and Development team.
8. Monitor inventory of office supplies and help manage printer room and paper stock.
9. Assist Development Manager with a silent auction which includes maintaining auction spreadsheets and data entry, following up with donors to obtain prizes and forms, obtaining required logos, uploading items to Bidding for Good, organizing and maintaining auction binder and picking up prizes from local vendors.

10. Assist with fundraising events by coordinating mailing of invitations, managing RSVPs, event registration and ticketing pages, ticket distribution; maintaining guest lists, name badges, and organizing check-in.
11. Coordinate with Develop Manager on the creation of auction bid sheets, item descriptions; excel spreadsheets and signage for gift certificates.
12. Provide day of event support for signature and Museum events including registration, auction and vendor management assistant duties.
13. Other related duties as authorized by the President/CEO or Vice President of Development.



# Volunteer Job Description

## Evaluation Volunteer

Revised:  
9/8/2018

**Salary Range:** None (Volunteer)

**Direct Accountability:** Director of Exhibits

**Education:** Current high school student or above

**Qualifications:**

- Strong oral and written communication skills.
- Strong organizational, analytical, and problem-solving skills.
- Ability to effectively work independently in completing assigned project tasks and to collaborate with teams on multiple, simultaneous, diverse tasks with a concern for accuracy and presentation. Includes ability to learn quickly and meet deadlines.
- Basic knowledge of experimental design and data collection methods.
- Basic knowledge of qualitative data collection methods and analysis.
- Basic understanding of statistics.
- Understanding of confidentiality and protocol.
- Hands-on experience with word processing, spreadsheet analysis, database management, statistical software, computer graphics, and electronic data collection tools a plus.

**Summary:** The Evaluation Volunteer will work with the Exhibits department to plan and oversee the research and evaluation efforts. This will include the development of timelines, instruments, pilot testing, analysis, and reporting for the evaluation and research of new and existing exhibitons at the Museum of Discovery and Science.

### Duties and Responsibilities:

1. Assist in the development of evaluation instruments.
2. Participate in the preparation and execution of data collection and analysis activities including literature reviews, data collection, and data analysis as assigned.
3. Compile preliminary evaluation findings.
4. Assist in other exhibit prototyping and evaluation projects as needed.







## Volunteer Job Description

Revised:

### Exhibit Prototyper

9/8/2018

**Salary Range:** None (Volunteer)

**Direct Accountability:** Director of Exhibits

**Education:** Current high school student or above

**Qualifications:**

- A positive attitude
- Knowledge and/or passion for content areas of the museum with a willingness to learn more
- Excellent communication skills, both interpersonally and in writing.
- Demonstrate a high level of self-motivation and self-direction for tasks and projects
- Ability to work independently and as part of a team.
- Prompt attendance.
- Positive attitude
- Ability to work independently and collaboratively to develop, plan, and implement short- and long-range goals
- Bilingual a plus

**Summary:** Assist Exhibits department in designing, and maintaining exhibit experiences with emphasis on testing and evaluation. Prototypers will interact with Museum visitors to evaluate effectiveness and efficiency of new and existing exhibits. Volunteers will be involved in all levels of the design process from conceptual to physical construction of prototypes, as well as assisting with other evaluation projects as needed.

**Duties and Responsibilities:**

1. Conduct surveys, observations, and tracking / timing studies with visitors and analyze data
2. Develop and facilitate prototypes of exhibit concepts with visitors, collect data and feedback
3. Document activities with photographs and written observations
4. Assist in other exhibit prototyping and evaluation projects as needed





## Volunteer Job Description

Revised:

### Explore Store Assistant

9/8/2018

**Salary Range:** None (Volunteer)

**Direct Accountability:** Store Manager or Assistant Manager

**Education:** Current high school student or above

**Qualifications:**

- Friendly customer service attitude.
- Good oral communications skills.
- Ability to work in a fast-paced environment with children.
- Keep displays neat and clean.

**Summary:** As a volunteer of the store, you will work directly with customers and are expected to project a positive, friendly, and professional image for the Museum. You will work with other staff/volunteers to further the Museum's mission and to sustain a quality experience for the patrons.

#### **Duties and Responsibilities:**

1. Greet all customers in a courteous and helpful manner.
2. Assist in pricing, restocking, and cleaning of Store.
3. Assist customers with locating items throughout the Explore Store.
4. Keep Stores merchandise organized.





# Volunteer Job Description

## General Administration Assistant

Revised:  
9/8/2018

**Salary Range:** None (Volunteer)

**Direct Accountability:** Volunteer Coordinator and Department Supervisor

**Education:** Current high school student or above

**Qualifications:**

- Attention to detail; practice excellent organizational skills.
- Proficient in Windows and Microsoft Office Suite programs.
- Ability to alphabetize correctly.
- Data entry skills helpful.
- Office and phone skills are a plus.

**Summary:** General Administrative Volunteers work in a variety of departments as needed. Tasks often include photocopying, data entry, sorting, filing invoices and other documents.

**Duties and Responsibilities:**

1. Perform data entry tasks accurately.
2. File invoices and other documents alphabetically with accuracy.
3. Photocopy documents and prepare packets in logical order.
4. All other duties as assigned by department supervisor, HR Director, Volunteer Coordinator, CFO, or CEO.





## Volunteer Job Description

Revised:

### IMAX Usher

9/8/2018

**Salary Range:** None (Volunteer)

**Direct Accountability:** Visitor Services Supervisor

**Education:** Current high school student or above

**Qualifications:**

- Minimum age requirement 17 years old.
- Enjoy working with the public.
- Maintain pleasant attitude under stress.
- Have neat personal appearance.
- Ability to move 50 lbs. Ability to climb stairs.
- Ability to stand for long periods of time.
- Customer service experience helpful.

**Summary:** Greet visitors, review and tear tickets, help distribute and clean 3D glasses and perform usher duties inside the IMAX Theater as assigned by supervisor.

#### **Duties and Responsibilities:**

1. Greet guest in a warm and friendly way.
2. Answer questions about pricing, films, and show times.
3. Promote museum memberships.
4. Exercise good customer service.
5. Clean, dry, and organize IMAX 3D and 7-D ride glasses efficiently.
6. Assist staff ushers as directed including assisting in cleaning the lobby and theater between shows.
7. Be able to address stressful situations in a calm, mature and responsible manner.
8. If assigned, remain inside during show to monitor the performance and report any problems and to provide assistance to visitors if needed.
9. Assist in unloading theater, directing properly ticketed guests into the exhibits; or toward the exit.







## Volunteer Job Description

Revised:

### Information Desk Greeter

9/8/2018

**Salary Range:** None (Volunteer)

**Direct Accountability:** Visitor Services Supervisor

**Education:** Current high school student or above

**Qualifications:**

- Must be 17 years old or more.
- Must have a mature personality.
- Must have a friendly and positive attitude.
- Must be proactive; able to work under pressure and constantly changing conditions.

**Summary:** Responsible for greeting guests at the Information Desk in a friendly, efficient and professional manner. Duties include ticket taking, handling customer inquiries, and answering basic ticket and membership questions. Goal is to provide the customer with the best visitor experience possible.

#### **Duties and Responsibilities:**

1. Must provide excellent customer service to museum visitors at all times.
2. Always greet visitors in a courteous, helpful and professional manner. SMILE!
3. To make sure that you are prepared to answer visitor questions, you must:
  - a. Be familiar with museum layout, museum exhibits, IMAX films, and special events using Explorations Magazine and memos.
  - b. Know and understand public and member ticket price levels.
  - c. Become familiar with staff phone directory to call staff for arriving appointments.
  - d. Have general knowledge downtown Fort Lauderdale and the surrounding communities.
4. Take tickets from visitors and issue floor maps.
5. Handle customer inquiries, complaints, or emergencies in a professional manner.
6. Promote museum memberships.
7. Promptly answer phone in a friendly and courteous manner and respond to questions.
8. Maintain the Information Desk and entrance lobby areas. Keep areas clean and free of any clutter.
9. Act responsibly to emergency situations and evacuations.
10. Contact management and security via walkie-talkie radio; use public address system appropriately.





## Volunteer Job Description

Revised:

### Marketing / Membership Assistant

9/8/2018

- Salary Range:** None (Volunteer)
- Direct Accountability:** Social Media, Communications & Promotions Coord.; Membership Coord.
- Education:** Current high school student or above
- Qualifications:**
- Must have an outgoing personality.
  - Ability to work in a fast-paced environment.
  - Answer questions regarding the Museum Exhibits, IMAX films, membership, pricing, parking, Summer Savings Pass, coupons etc.
  - Ability to stand for long periods of time.
  - Phone skills a plus.
- Summary:** Marketing / Membership Assistants supplement the Marketing and Membership staff to promote museum activities, events, exhibits, films, and memberships.

#### **Duties and Responsibilities:**

1. Work the front line in the Atrium to promote memberships and provide information on the museum's various products, activities, and programs.
2. Light office clerical tasks (i.e. data entry, photocopying filing, mailing, phone calls, etc.).
3. Assist with offsite promotional events as needed (malls, schools, meetings, conventions, etc.).
4. Engage visitors that arrive to the MODS booth.
5. Prepare and distribute Marketing goody bags.
6. Participate in special promotional activities.
7. Assist with onsite promotional events (i.e. Memberships, Summer Savings Passes, etc.).
8. Engage visitors that arrive to the Museum.
9. Distribute promotional Items (flyers and social media cards).





## Volunteer Job Description

Revised:

### Programs Educator

9/8/2018

**Salary Range:** None (Volunteer)

**Direct Accountability:** Public Programs Manager

**Education:** Current high school student or above

**Qualifications:**

- Previous customer service and teaching experience.
- Good communications skills including public speaking.
- Willing to learn a variety of skills and science demonstrations.
- Prefer applicants who are willing to handle marine and terrestrial invertebrates including reptiles.
- Must adhere to equipment and general safety procedures.
- Can effectively control crowds.
- Ability to work under pressure and constantly changing conditions.
- Ability to stand for long periods of time.
- Must be available to volunteer weekdays, holidays, weekends, or evenings.
- Must be able to lift 50 lbs.

**Summary:** Educator volunteers perform many of the educational functions throughout the museum. Educators may operate most rides, handle exotic invertebrate and vertebrate animals, assist with special events, community partners, craft activities, birthday parties, explain science exhibits, perform demonstrations, and more.

#### **Duties and Responsibilities:**

1. Provide excellent customer service to all museum visitors.
2. Assist with school, public, and youth programs including camps, camp-ins and birthday parties. Assist staff in delivering science theater shows.
3. Interact with museum visitors by demonstrating the concepts behind the museum exhibits.
4. Learn how to handle animals, take and pass all levels of the animal handling training program.
5. Operate the 7-D Theater, MarsRover or MaxFlight during the shift.
6. Greet school and recreation groups throughout the year.
7. Deliver formal and informal Science Café programs on a daily basis.
8. Perform these and all other duties assigned by the Floor Manager, the Vice President of Programs, Life Sciences and Exhibits and the President/CEO.

