



Volunteer Opportunity

To apply, send resume and cover letter to Tamra Stafford at tstafford@airzoo.org

Position Title:	Receptionist – East Campus
Supervisor:	Senior Conservator of Aircraft & Space Artifacts
Position Objectives:	Working under the direction of the Senior Conservator, provide a warm welcome and count all incoming visitors. Ensure lobby security at all times. Inform guests about all exhibits on display in the Kalamazoo Aviation History Museum. Acting as a liaison, keep all lines of communication open at all times, both by phone and in person.
Status:	Volunteer
Hours:	Monday – Thursday - 9:00 a.m. – 5:00 p.m. Friday and Saturday – 11:00 a.m. – 5:00 p.m. Sunday – 12:00 Noon – 5:00 p.m.

Responsibilities

1. First line of defense against unauthorized personnel attempting to enter the Airport Operations Area (AOA), either intentionally or unintentionally.
2. Assist in preparing the facility for open hours. This may include, but is not limited to, vacuuming, polishing and general cleaning tasks.
3. Provide a warm welcome to each and every visitor.
4. Count all incoming guests with a mechanical counter, (provided)
5. Communicate with the main campus facility when needed by answering the phone, and/or reporting any situations of concern.
6. Help ensure the museum's promise of providing the very best experience possible to everyone every time.
7. Other duties and responsibilities as required by supervisor.

Minimum Education/Experience Required

1. Receptionists must be personable and enjoy interacting with guests.
2. Most possess a strong command of the English language.
3. Monitor weather radio and share information about potentially threatening weather events.
4. Most possess sensitivity to the safety and security procedures to help protect personnel, customers and property. These issues may involve severe weather emergency procedures, and/or disaster control.
5. Must exercise phone skills in a professional manner.

Knowledge, Skills and Abilities Required

1. Must possess a valid Michigan State Driver's License
2. Must possess willingness to receive training in order to safely function as the on duty receptionist
3. The receptionist must never leave their front desk duty station unless properly relieved.
4. Keep the Senior Conservator advised of any unusual circumstances at all times.
5. Must possess sensitivity to the safety and security procedures to help protect personnel, customers and property, severe weather emergency procedures and/or disaster control.
6. Must possess the ability to solve problems minute-by-minute, and occasionally handle stressful situations.



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7. Should possess superior interpersonal skills to help foster effective interactions with museum guests.
8. Ability to take on multiple concurrent tasks and work in an environment where interruptions are common.
9. Ability to work with a diverse group of individuals.