

VOLUNTEER POSITION DESCRIPTION

Position Title: Guest Advocate

PURPOSE: To support the mission of the Wisconsin Historical Society and Old World Wisconsin through Guest Advocacy work that includes, but is not limited to providing information, directions, suggestions for activities, and more.

RESPONSIBILITIES:

- Provide maps, specialty experience sheets, and additional physical guides as needed to guests after they check in at guest services.
- Initiate conversations and appropriately respond to guests as they enter or leave the site.
- Communicate the daily highlighted activities, adjusting content as the day goes on to best guide guests through their experience.
- Support special events and programs as needed.
- Study and understand site layout and amenities including but not limited to bathrooms, tram stops, bubblers, and food locations.
- Communicate and collaborate regularly with colleagues to improve team effectiveness.
- Assist with implementation of emergency procedures when necessary to ensure the safety of visitors and the site.
- Assists with routine site maintenance and cleaning.
- Reliable and timely attendance
- Other duties as assigned.

GOAL: To provide guests with the information and support they need to have the best experience possible during their visit and future visits.

TIME COMMITMENT: April through October; at least 1 shift per month. Shifts typically last between 2 to 4 hours at a time and do not exceed 8 hours. Some winter projects may be available dependent on current needs of Old World Wisconsin.

QUALIFICATIONS: Ability to work in varying weather conditions. Support the safe and responsible use of PPE in compliance with current State and Federal Guidelines.

TRAINING: Customer Service training session, Orientation with Area Point, and On-site skills training with experienced staff

LEAD: Kira Meehan, Guest Services Coordinator

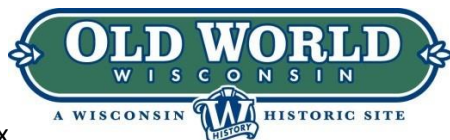
ATTIRE: OWW Volunteer t-shirt or OWW Uniform shirt with khakis and closed toe shoes. Shirts will be provided.

Volunteer Signature

Date

Lead Signature

Date



X