

Events & Programs Volunteer Position Descriptions

POSITION TITLE: Frye Events & Programs Volunteer
REPORTS TO: Volunteer, Ticketing & Development Associate
STATUS: Volunteer
SCHEDULE: On-call for monthly Museum events and programs

The Frye Art Museum is a living legacy of visionary patronage and civic responsibility, committed to artistic inquiry and a rich visitor experience. A catalyst for our engagement with contemporary art and artists is the Founding Collection of Charles and Emma Frye, access to which shall always be free.

IMPACT STATEMENT:

The Frye Art Museum is expanding its positive impact in the community by supporting local artists, bringing together diverse communities, and offering innovative programs that connect people of all ages to art. The Frye Events & Programs Volunteer helps realize surprising, transformative experiences that inspire people to think and feel in new ways, thus activating our audience's love for the Frye into a deeper sense of belonging.

POSITION SUMMARY:

The Frye organizes a variety of events and programming throughout the year, including exhibition openings, art history lectures, concerts, film screenings, and performances. Under the supervision of the Volunteer, Ticketing & Development Associate, the Events & Programs Volunteer will help with the preparation and execution of these occasions. As an Events & Programs Volunteer, you enjoy assisting with events and do not mind if you have to miss part of the program while you greet visitors, check in registrants, or help staff with last-minute preparations. You are warm, energetic, work well under pressure, and are able to put people at ease when they have concerns. You are eager to help out in an on-call capacity.

TRAINING:

For Exhibition Openings, a light dinner will accompany a 30-60 minute training in the Art Studio. Events & Programs Volunteers will receive specific assignments at this time and will have the opportunity to ask any clarifying questions. A walkthrough of the exhibition is open to all staff and volunteers on the day of each opening; this training is optional but recommended.

BENEFITS:

Events & Programs Volunteers will receive a light dinner during training and the opportunity to attend event or program functions before or after their assigned shifts. All active Frye volunteers receive membership to the Frye at the individual level, and are entitled to all associated member benefits. All volunteers receive exclusive artist- or curator-led exhibition previews, when available.

Active volunteers also enjoy:

- Frye membership, including savings at local establishments
- A 15% discount at Café Frieda and the Museum Store
- Inclusion in the Museum's annual participation in National Volunteer Week in April
- Annual volunteer appreciation reception

HOW TO APPLY:

For candidacy consideration, please submit a resume and completed volunteer application to Caroline Byrd, Volunteer, Ticketing & Development Associate, at cbyrd@fryemuseum.org.

The Frye Art Museum is committed to diversity in the workforce and is an equal opportunity employer. The Museum does not discriminate and considers all candidates for employment regardless of race, color, sex, age, national origin, creed, disability, marital status, veteran status, sexual orientation or political affiliation as prohibited by local, state and federal law.

Greeter

POSITION TITLE: Events & Programs Volunteer (Greeter)
REPORTS TO: Volunteer, Ticketing & Development Associate
STATUS: Volunteer
SCHEDULE: On-call

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POSITION SUMMARY:

Under supervision by the Volunteer, Ticketing & Development Associate, the Greeter welcomes guests warmly as they enter the Museum, and orients them towards check-in. The greeter may also be asked to keep a count of the number of people who have entered the Museum.

PRINCIPAL RESPONSIBILITIES:

- Welcome all guests to the Frye as they enter the Museum
- Hand out programs as applicable
- Count all people entering the Museum on the provided clicker; report attendance count as needed
- Address questions and concerns, or direct to the appropriate staff member
- Thank guests for coming as they depart

QUALIFICATIONS & SKILLS:

- Friendly and personable demeanor
- Ability to maintain focus and attention to detail in a stimulating environment
- Ability to stand for an extended period of time (approximately three hours)
- Attend pre-event training session
- Must pass a background check

Check-in Volunteer

POSITION TITLE: Events & Programs Volunteer (Check-in Volunteer)

REPORTS TO: Volunteer, Ticketing & Development Associate

STATUS: Volunteer

SCHEDULE: On-call

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POSITION SUMMARY:

Under supervision by the Volunteer, Ticketing & Development Associate, the Check-in Volunteer notes the names of event guests, disperses necessary materials, and ensures all guests feel welcome.

PRINCIPAL RESPONSIBILITIES:

- Check-in guests from our RSVP list
- Note the names of guests who did not RSVP in advance
- Ensure all guests feel welcome
- Address questions and concerns, or direct to the appropriate staff member

QUALIFICATIONS & SKILLS:

- Friendly and personable demeanor
- Able to maintain composure while helping a high volume of patrons
- Attend pre-event training session
- Must pass a background check

Visitor Services Volunteer

POSITION TITLE: Events & Programs Volunteer (Visitor Services)

REPORTS TO: Volunteer, Ticketing & Development Associate

STATUS: Volunteer

SCHEDULE: On-call

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POSITION SUMMARY:

Under supervision by the Volunteer, Ticketing & Development Associate, the Visitor Services Volunteer secures coats and large bags in the Frye cloakroom, answer visitor questions, and assists with the telephone as appropriate (e.g. to reserve a taxi for a guest).

PRINCIPAL RESPONSIBILITIES:

- Issue receipts to guests and secure the corresponding ticket to their items
- Safely store items in the Frye cloakroom
- Retrieve items for guests in a timely manner
- Occasional use of the telephone to reserve a taxi or contact staff
- Address questions and concerns, or direct to the appropriate staff member

QUALIFICATIONS & SKILLS:

- Ability to lift bags over desk and onto cloakroom shelves
- Attend pre-event training session
- Must pass a background check

Usher

POSITION TITLE: Events & Programs Volunteer (Usher)

REPORTS TO: Volunteer, Ticketing & Development Associate

STATUS: Volunteer

SCHEDULE: On-call

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POSITION SUMMARY:

Under supervision by the Volunteer, Ticketing & Development Associate, the Usher will help direct patrons to their seats before opening remarks begin.

PRINCIPAL RESPONSIBILITIES:

- Inform guests that Auditorium doors will open 30-minutes prior to the opening remarks, and that doors will close when capacity has been reached (142)
- Direct people to their seats, and assist guests with physical impairments as needed
- Ensure reserved seats are taken only by the appropriate guests (Museum Directors, Board of Trustees, Artists and their personal guests)
- Instruct late arrivals that remarks have begun and to please enter quietly
- Address questions and concerns, or direct to the appropriate staff member

QUALIFICATIONS & SKILLS:

- Ability to maintain focus and attention to detail in a stimulating environment
- Ability to stand for an extended period of time (approximately two hours)
- Attend pre-event training session
- Must pass a background check