

OLD CAPITOL MUSEUM, JACKSON

Volunteer Host/Hostess

Purpose:

To provide visitors with information that will enrich their visit to the Old Capitol Museum and to Mississippi. This information shall educate the public about the history, people, and architecture of the building, the governmental processes of the state, and the importance of historic preservation.

Responsibilities may include:

Greet and sign in visitor/group
Give visitor ticket, brochure, and map of OCM, and explain ticket function
Give a very brief overview of the site if Museum Guide is unavailable
Explain the Museum guidelines to the group and be available for questions
Basic computer skills, possibly sell OCM items
Receive, route, and dispense telephone calls/messages accurately and expeditiously

Qualifications:

Knowledge of subject matter
Ability to convey knowledge in an interesting manner
Agreeable personality and can relate well to people of all ages, backgrounds, and educational levels
Excellent customer service skills (listen and interpret, professional telephone etiquette)
Excellent written and verbal skills

Requirements:

Successfully complete training
Dependability

Time Commitment:

Continuous service assignment for afternoon shift — at minimum, twice a month
Occasional assignment for morning shift
Twenty (20) hours of volunteer service per year are required to remain on the active volunteer list

Benefits:

The satisfaction of volunteering at the most historic building in the state of Mississippi
Continuing education
Documented volunteer service for work or school credit
A 15% discount at Mississippi History Store locations
All training and training-related materials provided by the Old Capitol Museum
Volunteer appreciation activities provided by the Old Capitol Museum and MDAH

Reports to:

OCM Volunteer Coordinator