

# Event Assistant

## VOLUNTEER POSITION



**Burke Department:** *Visitor Experience*  
**Supervisor:** *Event Lead; Visitor Services Manager*  
**Term:** *September 2019; ongoing with minimum annual commitment*  
**Min. Age:** *18*

**Position Overview:** Event Assistants help ensure that all our visitors have a fun, easy, and positive experience at the Burke during lively event days and peak admissions periods. Supported by Visitor Experience staff, these volunteers welcome guests when they arrive, help them find their way around and assist with fun activities while they're here. Committed to excellent customer service and excited to engage all, Event Assistants support Burke Museum programs and events such as:

- Grand Opening events (October 2019)
- Family Days (e.g. Dino Days) and youth programs
- Members' Behind-the-Scenes Night
- Burke NiteLife
- Open lab experiences
- Peak admission days and/or times

**Key Responsibilities:** The responsibilities of volunteer Event Assistants may include:

- **Greeting and Wayfinding** -- Greet and direct visitors to make the most of their experience.
- **Exhibit Monitoring** -- Protect exhibits by keeping an eye out for food/beverages or other risks.
- **Coat Check** -- Collect guests' coats and personal items in exchange for a numbered ticket, and monitor coat check items until guests have retrieved them.
- **Parking Assistance** -- Direct drivers to nearby parking options and monitor outside lines during peak hours.
- **Line Management** -- Monitor area capacity and visitor flow during peak events and programs.
- **Photo Booth Operation** -- Create instant memories visitors can take home during special events and parties.

**Training and Support:** This volunteer position is supported by and reports to the Burke's Visitor Services Manager and/or the lead of the event. In addition to a new volunteer orientation, Event Assistants will receive:

- Advance training on visitor engagement and event roles
- Specific talking points and information for each event prior to arrival
- Day-of shift meetings with the event lead to discuss specific needs and expectations

### Commitment:

- A one year commitment to the position is preferred, serving a minimum of 5 shifts per calendar year. Event shifts range from 2 - 6 hours, including breaks and pre-shift meetings.

- Unless you are a current volunteer in another department, we ask that you commit to at least 2 events before you apply for another volunteer position. After this, you are welcome to support more than one role as long as you can fulfill the requirements of each.

**Essential Skills and Qualifications:** To be successful in this role a volunteer must:

- be passionate about engaging with the broadest possible public audiences,
- be comfortable working in a fast-paced, noisy environment while maintaining high standards of customer service and a positive, welcoming attitude,
- be reliable and responsible with their schedule,
- demonstrate strong communication and listening skills,
- value and uphold the Burke's Customer Service Philosophy.

**Desired Skills and Qualifications:** We value the different backgrounds and cultural experiences volunteers may bring to this role:

- Proficiency in additional languages
- Experience in a customer service role
- A commitment to inclusion, diversity, equity, and accessibility

***Have questions about this role?*** Contact [burkevol@uw.edu](mailto:burkevol@uw.edu).