



the museum that doesn't act like a museum

## Information for Wonder Academy Volunteers

The Wonder Academy Volunteer (WAV) program is designed to offer youth volunteers the opportunity to learn essential job skills prior to entering the workforce. This program is structured similarly to a part-time job and requires that youth volunteers commit to a service of 60 hours or six months.

The WAV program places emphasis on accountability and interpersonal communication skills. Additionally, youth volunteers will gain practical experience in job completion, task supervision and customer service.

### Overview of WAV Program:

#### Portland Children's Museum will provide WAVs with:

- Training necessary to perform in volunteer role
- Organizational structure is similar to a part-time job. Emphasis on accountability and follow through
- Teach youth leadership, responsibility, and communication skills
- Recommendation upon completing minimum volunteer commitment
- Opportunities to give back to local community and build service hours
- Free membership to Museum upon completion of 100 hours
- 10 % discount in Gift Shop

#### WAVs MUST:

- Adhere to Museum policies and procedures
- Arrive on time and complete agreed upon shifts
- Provide friendly greetings and smiles to all visitors and offer good customer service to Museum guests.
- Always be professional. Volunteers are representatives of the Museum and must refrain from using profanity or having inappropriate conversations at the Museum.
- Notify Museum as soon as possible if unable to make agreed upon shifts
- Sign in for volunteer shifts and track time using volunteer timesheet
- Follow Appearance Guidelines
- Represent the Museum in a friendly and positive manner
- Be willing to learn and have fun!

#### Shift and schedule information:

The Museum is generally open Tuesday-Sunday from 9AM-5PM during the fall and winter and seven days a week from 9AM-5PM in the spring and summer – on Thursdays the Museum is open until 8pm. Volunteers are expected to arrive five minutes before any scheduled shift to allow time for check in. Regular volunteer shifts usually occur in a minimum of two hour blocks. Shift blocks can be combined to create longer shifts if depending on shift availability. Breaks are provided during all shifts. Shifts will be scheduled and arranged with the Volunteer Manager.