



Visitor Experience (VX) Volunteer Position Description and Requirements

Position Purpose:

Individuals interested in serving as the welcoming face of the Lowe Art Museum are recruited and trained as Visitor Experience (VX) volunteers. VX volunteers welcome guests to the Lowe, offering basic information concerning the museum and wayfinding for visitors. VX volunteers are stationed at the front desk and throughout the museum to assist guests, members, and groups with directions and recommendations. VX volunteers primarily serve as greeters and on-site gallery interpreters but may provide additional support for front desk operations and K-12 school groups, including, but not limited to the distribution of learning materials or resources to visitors and assisting in the classroom with hands-on projects and the implementation of visitor surveys.

Staff Coordinator: Education and Volunteer Programs Lead

Responsibilities:

- Provide welcoming, helpful, and friendly service to all visitors at the Lowe
- Engage visitors in conversations and dialogues regarding the museum's collections and temporary exhibitions
- Stay knowledgeable of current museum exhibitions and events and be able to connect visitors to the information they are seeking
- Provide support for front desk operations by answering phone calls, receiving packages and deliveries to the museum, and distributing learning materials to visitors
- Provide support for programs such as specialized hands-on activities for tours, family workshops, and evening programs

Skills and Abilities:

- Enjoys working with visitors of all ages and backgrounds
- Ability to be courteous, respectful, and patient with visitors
- Enjoyment of lifelong learning, especially regarding art
- Good oral communication skills
- Outgoing and enthusiastic about art and art history
- Dependable and timely
- Interest in representing the museum to the community
- Ability to speak another language in addition to English is a plus

Qualifications:

- Must be at least sixteen (16) years old
- Must be a U.S. Citizen or legal permanent resident
- Energetic, outgoing, and friendly with an interest in the Lowe Art Museum
- Must be able to stand and/or walk for at least three hours at a time

Benefits:

- Become part of a community of colleagues and friends at a world-class museum
- Opportunities for continuing education and personal growth through specialized training in museum education theories and methods
- Classes and lectures in all permanent collections spanning 5,000 years of global art history and culture
- Group social events and field trips to local/regional arts and cultural institutions
- Private lectures with guest speakers covering a wide range of arts and cultures

Training and Commitments:

The Lowe Art Museum offers a training program in art history and museum education theory and techniques for all prospective Visitor Experience volunteers. These trainings prepare volunteers to effectively respond to a variety of educational situations and customer service scenarios. VX volunteers are required to attend all introductory training sessions in addition to scheduled volunteer meetings and educational programming. Successful completion of the Volunteer Training Program is required to become a certified volunteer with the Lowe.

Required Hours of Service: Upon completion of the training program, VX volunteers are expected to commit at least 80 hours of service to the Lowe Art Museum a year, or 40 hours of service for six consecutive months.

Interested in volunteering? Contact educationlowe@miami.edu or call 305-284-4095 to learn more about the program and to apply.