

# Chicago Architecture Foundation

## Position description: Visitor Services Volunteer

(updated 11/16/06)

### Summary:

The VSV is a public face of the ArchiCenter and the Chicago Architecture Foundation (CAF). VSVs are expected to provide a welcoming entrée to the ArchiCenter and introduce our guests to the range of service offered. The primary place of work will be in the *CitySpace* interpretive facility at the ArchiCenter located in the Sante Fe Building but the VSV may be requested, on occasion, to work elsewhere.

### Duties:

Visitor Service Volunteers shall:

- Provide accurate information and assistance to visitors to the ArchiCenter and in particular visitors to the interpretive facility, *CitySpace*. Provide answers, on site and by telephone, to inquiries about CAF programs and facilities. Provide answers and/or referrals in response to questions about Chicago architecture and architecture in general.
- Develop a good knowledge and understanding of the ArchiCenter and its range of offerings including lectures, exhibits, tours and other public programs. The VSV is expected to be able to explain the exhibits and offerings in *CitySpace* and to assist visitors in operating the “virtual” tours on CD-ROM, as needed.
- Increase working knowledge of Chicago architecture and architecture in general by studying electronic and printed materials on site in *CitySpace*, as well as printed materials borrowed from the CAF Docent Library, during “down times” when there are no visitors in *CitySpace*.
- Actively engage in membership development by promoting CAF memberships.
- Maintain records of visitor attendance, inquiries and requests for special assistance.
- Assist Tour Dept. staff with the distribution of Group Tour System audio assist devices.
- Participate in the implementation and tabulation of visitor surveys.
- Perform other administrative duties as assigned.

### Hours of work:

(*CitySpace* is open 9:30 am to 5:00 pm every day except Thanksgiving, Christmas, New Year’s Day and Easter.)

- Morning shifts 9:30 am – 1:00 pm Afternoon shifts 1:00 pm – 5:00 pm
- Occasional evenings, for special events

### Qualifications:

The successful candidate should have: experience in serving the public; a pleasant and engaging personality; basic computer skills to navigate CD-ROM software; and a keen interest in Chicago architecture and a desire to learn more about it. Some knowledge of architecture and of Chicago history and geography is desirable.

### Benefits

Volunteers who have completed at least 30 hours of service in the preceding calendar year will receive:

- ⊖ 20% discount in the CAF Shop & Tour Centers
- ⊖ Free annual membership in CAF
- ⊖ Invitations to special volunteer recognition events.

Those who have contributed 65-99 hours in the preceding calendar year will receive:

- ⊖ All of the above benefits
- ⊖ Free upgrade to family membership
- ⊖ \$25 worth of coupons to use on CAF tours, classes, and events (not good for cash or merchandise)

Those who have contributed 100 or more hours in the preceding calendar year will receive:

- ⊖ All of the above benefits
- ⊖ A second \$25 worth of coupons (for a total of \$50) to use on CAF tours, classes, and events (not good for cash or merchandise)
- ⊖ 30% discount in the CAF Shop & Tour Centers