



Collectors' Corner Representative – Volunteer Position

Description:

The Collectors' Corner Representative serves as a direct contact for participants, responsible for creating positive visitor experiences. This position is stationed in the *What on Earth?* experience platform. Collectors' Corner Representatives welcome participants and inform them of the Collectors' Corner program. Volunteers will also aid patrons in identification and classification of items housed with the Collectors' Corner exhibit.

Duties:

- Welcome participants to the Science Center of Iowa and inform patrons of Collectors' Corner exhibit
- Be knowledgeable about items that are on permanent display within Collectors' Corner as well as items that are for trade
- Help participants investigate, research and classify items, utilizing resources available at SCI as well as online references
- Award, log and maintain the patron point database system and the inventory database of tradable items; record the number of visitors during a given shift
- Restock tradable items, clean counter and glass displays, organize resource library and communicate any deficiencies or items that need attention
- Effectively communicate the function of Collectors' Corner, Career Connection information and appropriate resources depending on participant age, interests and time availability

Qualifications:

- Enjoy working with people of all ages and backgrounds
- Strong communication skills and friendly, outgoing personality
- Comfortable approaching all participants and initiating conversation
- Punctuality and dependability are key
- Ability and/or willingness to learn how to research items

Expectations:

- Understands and supports the purpose, structure and policies of the Science Center of Iowa
- Upholds the standards of conduct and ethics of SCI
- Flexibility in accepting assignments, performing assigned responsibilities willingly and courteously to the best of your ability
- Accepts the guidance of the Volunteer Manager
- Complies with the scheduling and dress requirements of the Science Center of Iowa
- Provides information appropriate to age levels; instructs and supports proper collecting methods
- Respects the confidentiality of sensitive information
- Provides timely notification of tardiness or absence to the Volunteer Manager

Training:

All volunteers receive a tour, general orientation to SCI, and volunteer handbook. Collectors' Corner representatives will receive general information on SCI exhibits and programs as well as general customer service training. The Volunteer Manager trains all volunteers in effective customer service techniques. Collectors' Corner-specific training is guided by the Science Learning Department and focuses on collections, databases and resources available.

Hours:

Volunteer shifts will vary; Collectors' Corner shifts are typically 3 hours during regular SCI hours of operation.



Collectors' Corner Representative (CCR) Training Schedule:

Initial Contact – Volunteer Manager
Interview Process – Volunteer Manager /Science Learning Team
Reference Checks – Volunteer Manager
Human Resource Process - Volunteer Manager

Onboarding Schedule:

Day 1 *(with Volunteer Manager and Science Learning Team member)*

Tour of SCI – Volunteer Manager
Volunteer Handbook Information/Benefits/Policies - Volunteer Manager
Collectors' Corner Review/Orientation – Science Learning Team
Schedule for Training – Science Learning Team

Day 2 *(with Science Learning Team member)*

Review overall program
Discuss Customer Service Steps
Familiarize self with database and point systems
Learn items available for trade
Begin learning items that are on permanent display
Familiarize self with reference and resource materials

Day 3 *(with Science Learning Team member)*

Volunteer Manager checks in with Volunteer to see how process is going
Review Customer Service Steps
Review database procedures
Review tradable items and learn supply lists
Continue learning items on permanent display
Review reference and resource materials
Discuss Career Connections area
Create display cards for items
30 minute shift alone (with radio) in Collectors' Corner

Day 4 *(with Science Learning Team member)*

Finalize database procedures
Finish tradable items review; review supply lists procedure
Reference permanent display items for knowledge
Review Career Connections and discussion points
Review final thoughts/questions (with Volunteer Manager)
Create schedule (set or rotating)
1 hour shift alone (with radio) in Collectors' Corner

Once scheduled, CCR will be scheduled for 3 hour time blocks if available. Science Learning Team and Volunteer Manager will both check in with CCR 3 times throughout the first 3 shifts. After 3 shifts are completed, Science Learning Team will continue staff check in each shift to review.