



## The Smithsonian Associates

Dear Prospective Volunteer,

Thank you for your interest in The Smithsonian Associates Volunteer Program.

The role of an Event/Concessions Representative volunteer is significant, providing necessary support to members, patrons, and staff to ensure the successful presentation of a wide variety of educational and entertaining programs. They include lectures, full or half day seminars, multiple session courses, films, performances, studio arts, and local tours. The diversity of topics presented is endless and ranges from history, art, and science to culture, religion, travel, and more. In 2015, our Event/Concessions, Studio Arts and Bus Tour Reps volunteered their energy and skills with 11,794 hours of their time to over 540 Smithsonian Associates programs, courses and trips.

The Volunteer Office currently seeks additional Studio Arts Representatives. We offer almost 50 art courses on a quarterly semester basis. Please see the attached position description for details about the duties of an Art Rep and other related information.

Although we completed an annual orientation and training for new Event/Concessions Reps in January of 2016, we encourage applications on a rolling basis for the next training. Please be advised that it will likely be in 2017 or early 2018, as the result of some anticipated attrition in our volunteer corps. I will contact applicants when appropriate, and schedule an interview at a mutually convenient time. These face-to-face meetings serve to outline volunteer duties and program expectations as well as to answer your questions and provide additional information. Please see the attached information about the Event/Concessions Rep roles and duties.

Anyone interested in the prospect of becoming either a Studio Arts Rep or an Event/Concessions Rep volunteer or should print, complete, and mail (or email) the following application form with a copy of one's resume to The Smithsonian Associates' Volunteer Office. The address is at the bottom of the application form.

To get answers for specific questions regarding these volunteer opportunities, please call the volunteer office at (202) 633-8596 or send an email to [volunteer@smithsonianassociates.org](mailto:volunteer@smithsonianassociates.org)

Thank you for your interest. We look forward to hearing from you soon!

Sincerely,

Jenna Jones, CVA  
Volunteer Coordinator

**THE SMITHSONIAN ASSOCIATES**  
**Studio Art Representative and Event Representative**  
**Volunteer Information Sheet**

Our Studio Arts Reps and Event Reps contribute significantly to the successful operation of the Associates' programs and represent the Smithsonian Institution to the public.

Flexibility, courtesy, and congeniality as well as an energetic willingness to work individually (Studio Arts Reps) or as part of a team (Event Reps) are the important qualities exhibited by our volunteers. Put together, they help us to pull the various aspects of the preparation and presentation together successfully. It is important for individuals seeking to volunteer in this capacity to be "people oriented" and have outstanding customer service skills.

**A minimum of 40 volunteer hours per fiscal year and a current Associates membership are required for continued program participation as an Event/Concessions Rep.**

**A minimum of 3 8 week courses is required for the Studio Arts Rep position (72 hours,)**

The normal duties assigned to both Studio Arts Reps and Event Reps include, but are not limited to:

- Welcome patrons with an auditory greeting and a smile.
- Sell tickets and make change.
- Direct audience members to the location where the program is being held as well as to adjacent water fountains, restrooms, etc.
- Collect tickets at the door of the auditorium/room.
- Distribute materials such as programs, handouts, or other material as instructed by the staff member on duty.
- Promote Smithsonian Associate Program Membership when selling tickets to non-members.
- Keep accurate count of the number of seats available inside the auditorium and report this to the program staff member so the number of tickets that are available for sale can be determined.
- Assist the staff member on duty in meeting some of the last minute needs of the speaker/instructor (getting water, cleaning off chalk board, assembling handouts, etc.).
- Assist with late seating at all programs.
- Collect completed evaluations or other materials at the end of a full day program or course.

All volunteers are responsible for presenting and conducting themselves professionally.

\* **Attitude** - Volunteers must be flexible, gracious, concerned, courteous and helpful at all times when dealing with Associates program participants and Smithsonian visitors.

Both Studio Arts and Event Reps should display a willingness to assist with a wide range of programs and to work individually or as part of a team with both staff and other volunteers to ensure programs flow smoothly.

\* **Attire** - Volunteers should dress professionally rather than casually and should be neat and well-groomed. Appropriate attire for most programs is a jacket and tie for men while women may wear a dress, suit, or pantsuit.

\* **Punctuality** - Volunteers must arrive at an assigned program at the time indicated by the Volunteer Coordinator. This is usually 45 minutes before the program starts or depending on the program possibly one hour. Volunteers should not leave an event until fifteen minutes following the conclusion of the program so they can help clean up or when dismissed by the staff member on duty.

\* **Absences and Cancellations**- Occasional absences due to personal activities, illness, business travel, or vacation are inevitable, but should be held to a minimum. In these cases, volunteers are responsible for notifying the volunteer office as early as possible.



The Smithsonian Associates

## **STUDIO ARTS REPRESENTATIVE VOLUNTEERS: Position Description**

### **Purpose / Role**

Studio Arts Reps with a thorough understanding of their role, performance guideline expectations, and duties/responsibilities are of invaluable assistance to Associates staff members and instructors.

The Associates volunteer program recruits and trains Studio Art Rep Volunteers to:

- 1) Assist our programming staff in the presentation of art courses
- 2) Assist studio arts instructors and participants as requested and as needed
- 3) Promote membership and future participation in courses and programs
- 4) Enhance program participants' experience at our studio arts courses by providing a professional, hospitable welcome and assistance.

**Duties & Responsibilities:** They include, but may not be limited to the following:

1. Arriving on time: Arrive at least forty-five minutes in advance for the first program and as requested by the instructor at subsequent sessions.
2. Setting up the room
3. Communicating with the instructor
4. Welcoming students upon arrival
5. Selling tickets and memberships (on rare occasions)
6. Distributing class handouts and other materials
7. Assisting the instructor before and during the class
8. Providing the model (if a Life Drawing Class) with appropriate payment forms
9. Cleaning the room at each class sessions' conclusion
10. Distributing and collecting course evaluations at the last session
11. Returning the course packet to our office

**Participating in the courses:** Studio Art Reps are encouraged to dabble in the class, off to the side, but are asked to defer to the paying program participants when asking questions and seeking the instructor's time. You are primarily responsible for assisting at programs and may not necessarily expect to see and /or participate in all aspects of the class sessions. Studio Arts Reps who feel they missed enough of the program that they would like to be assigned to it a second time are welcome to request it again.

**To apply, please contact: Jenna Jones CVA, 202-633-8596 / [volunteer@smithsonianassociates.org](mailto:volunteer@smithsonianassociates.org)**

# THE SMITHSONIAN ASSOCIATES PROGRAM

## CONCESSIONS VOLUNTEERS Position Description

Concessions Volunteers, with a thorough understanding of their role, performance guideline expectations, and duties/responsibilities are of invaluable assistance to Associates staff members and instructors.

### Purpose / Role of Concessions Volunteers

- 1) assist our programming staff by managing the concessions table during evening programs on the busiest nights in the Ripley Center (Tuesday, Wednesday and Thursday),
- 2) enhance program participant's experiences by providing light food and beverages during evening program hours in the Ripley Center (6pm-8pm),
- 3) represent Smithsonian Associates' customer service by providing an enjoyable and comfortable atmosphere for patrons.

**Duties & Responsibilities:** They include, but may not be limited to the following:

#### Before sales hours:

1. Arriving on time at 5:30 pm to collect supplies and set up
2. Preparing the concessions cart for sales (taking an inventory count of all sale items)
3. Recording contents of the cash box at the beginning of the night on the Transaction Log

#### During sales hours:

1. Welcoming and engaging with patrons at the table
2. Selling snacks and beverages
3. Managing the cash flow throughout the night
4. Answering patrons' questions, noting their comments and feedback on the tally form

#### After sales hours:

1. Rolling the cart back to the volunteer office
2. Tallying and reporting sales and inventory on the Transaction Log at the end of the night
3. Sealing all the cash in an envelope and depositing it in the Ripley Center's lock box
4. Providing notes and feedback to staff liaison to assist in improving the program

### Time Commitment:

We seek volunteers who will commit to one or two shifts per month (Tuesday, Wednesday, or Thursday) for continuity. The shift hours are 5:30-8:15 pm, and do not include the option to attend programs in progress.

To apply, please contact: Jenna Jones CVA, 202-633-8596 / [volunteer@smithsonianassociates.org](mailto:volunteer@smithsonianassociates.org)

**THE SMITHSONIAN ASSOCIATES**

**Studio Arts Representative Or Event/Concessions Representative Volunteer Application Form**

Date: \_\_\_\_\_

Name: \_\_\_\_\_

Mr.( ) Ms.( ) Mrs.( ) Other( ) Specify \_\_\_\_\_

Email Address: \_\_\_\_\_

Home Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Work Phone: \_\_\_\_\_ Home Phone: \_\_\_\_\_

Membership Status - Check One: Single ( ) Double ( ) Family ( ) How Long? \_\_\_\_\_

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**1. Indicate which volunteer position you are applying for (check one)**

•Studio Arts Representative \_\_\_\_\_ •Event/Concessions Representative \_\_\_\_\_

2. Describe your current or most recent work experience, giving place of employment, job title, and general responsibilities:

3. Describe your educational background. Indicate school, university, or college degrees and major fields of study:

4. Please describe any past or present volunteer experience.

5. Do you have any hobbies or special interests that relate to The Smithsonian Associates' program offerings, e.g.: music, theater, history, travel, studio arts, etc.? Please describe.

6. Do you have any special skills such as proficiency in a foreign language, writing, editing, dealing with people, computers, graphic arts, etc.? If so, please describe them.

7. Please write a brief statement of your goals and objectives in volunteering with us:

### AVAILABILITY

All volunteers contribute a minimum of 40 volunteer hours each fiscal year to continue in the program. Please indicate below the days of the week that you routinely could work (vacations and other commitments notwithstanding) and hours you could be available.

	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
a.m.							
p.m.							

### REFERENCES

Please list two references (non-relatives) whom we may contact.

1. Name – please print \_\_\_\_\_  
How do you know this individual? \_\_\_\_\_

Daytime Phone \_\_\_\_\_ Email \_\_\_\_\_

2. Name – please print \_\_\_\_\_  
How do you know this individual? \_\_\_\_\_

Daytime Phone \_\_\_\_\_ Email \_\_\_\_\_

### NEXT OF KIN/EMERGENCY CONTACT

Name: \_\_\_\_\_

Relationship: \_\_\_\_\_ Phone Number \_\_\_\_\_

Please send your completed application with a copy of your resume to:

Jenna Jones, CVA  
Volunteer Coordinator  
The Smithsonian Associates  
P.O. Box 23293; MRC 701  
Washington, DC 20026-3293

Or email your application and resume to [volunteer@smithsonianassociates.org](mailto:volunteer@smithsonianassociates.org)