



Dear Volunteer Applicant,

Thank you for your interest in the Volunteer Program at the Grand Rapids Art Museum. We are now accepting volunteer applications for our Grand Opening at our new location at 101 Monroe Center. Please fill out the enclosed application and return it to GRAM. The enclosed descriptions should help you choose which volunteer area suits your interests.

Admission into the GRAM volunteer program is open to all those who possess the qualities necessary to become an effective volunteer. Applicants to the volunteer program must be sixteen years of age or older and willing to commit to a minimum of one year of volunteer service. GRAM requires all of its volunteers to be members of the museum. Membership information is enclosed if you are not already a member.

All candidates must complete a volunteer application and criminal background check form. The application assists the museum in ensuring that applicants are ready and able to accept the responsibility of serving as a volunteer and in best utilizing the unique skills and experience of each applicant. The application package includes an application, volunteer position descriptions, criminal background check form, and a membership form. After you return the application and criminal background check form museum staff will contact you for an interview, at which time the training program and volunteer responsibilities will be discussed. You will be notified of the results of their application following the completion of a criminal background check. GRAM reserves the right to refuse applicants who are deemed inappropriate for the volunteer program. GRAM recruits volunteers without regard to race, gender, religion, national origin, age, or disability.

We will keep your application on file and contact you if we find a placement that matches your interests. Thank you for your response to our needs, we look forward to working with you!

A handwritten signature in black ink, appearing to read "Erin Glupker".

Erin Glupker
Education Programs Assistant
Grand Rapids Art Museum
edassist@gr-artmuseum.org



VOLUNTEER POSITION DESCRIPTIONS

Education

Docent:

Duties –The main activity of the docent is to lead gallery tours for groups who have scheduled a tour.

Knowledge/Skills/Abilities – The Docent needs an appreciation of art and also a desire to share this enthusiasm with people of all ages. This position requires public speaking and also a greater time commitment to create well functioning tours. Any past art history education or public speaking experience is a benefit but not necessary. All volunteers must be able to pass a background check.

Training - All volunteers are required to attend an orientation to the art museum. Docents will also attend specific training sessions that will supply them with the necessary tools to be an educator on the art of the museum. Training takes place on an every other week basis usually on Tuesday from 2:00 – 4:00 p.m.

Time Commitment –Docents are expected to attend all training sessions and give a minimum of 2 tours a month or 24 tours a year. On average, docents volunteer 3-5 hours a week. Training is usually scheduled on Tuesday from 2:00 – 4:00 p.m. Tours are an hour in length and are scheduled Tuesday – Friday 10:00 am, 12:30 pm, and 3:00 pm and Friday at 5:45 pm

Family & Youth Programs Volunteer:

Duties – The Family and Youth Programs Volunteer may engage family and youth visitors with a number of activities including gallery activities, storytelling programs, food-tasting opportunities, off-site outreach programs and art-making workshops. Volunteers may also assist with visitor way-finding questions and respond to inquiries about visual art or the current exhibition.

Knowledge/Skills/Abilities – The Family and Youth Programs Volunteer must have an interest and appreciation for the visual arts along with a desire to share this enthusiasm with people of all ages. This position is well suited for outgoing personalities who are adept at public speaking and are not afraid of initiating conversation with individuals. All volunteers must be able to pass a background check.

Training – All volunteers are required to attend an orientation to the art museum. The Family and Youth Programs Volunteer will be required to attend intermittent training sessions on public speaking, visual art, art history, and free-choice learning among family audiences

Time Commitment – The Family and Youth Programs Volunteer is currently required to work 3 volunteer shifts per month. Each shift is 3 hours in length.



Events

Events Volunteer:

Duties – Events volunteers will help during special events (i.e. exhibition openings, member events, special programs). Duties include checking in visitors, handing out nametags, helping with coat check, handing out programs, and answering general visitor questions. Volunteers may be required to dress in appropriate attire depending on the type of event.

Knowledge/Skills/Abilities – This position is well suited for outgoing personalities who are adept at interacting with the public and are not afraid of initiating conversation with individuals. Volunteers should be friendly and welcoming to all visitors. All volunteers must be able to pass a background check.

Training – All volunteers are required to attend an orientation to the art museum. Events volunteers will receive further training by Membership Department staff that will be specific to the position.

Time Commitment – Shifts are 3 hours in length. Day and night time shifts are possible. Time and frequency of shifts will vary depending on the timing of the event.

Facility

Gallery Attendant:

Duties – Gallery Attendants patrol the galleries assisting visitors find their way through the museum as well as ensuring that all museum rules are followed in order to protect the artwork.

Knowledge/Skills/Abilities – Gallery Attendants must be able to stand for thirty minutes at a time. They must be neat in appearance and follow the dress code required by the museum. A friendly and approachable yet firm attitude is preferred. All volunteers must be able to pass a background check.

Training - All volunteers are required to attend an orientation to the art museum. Gallery Attendants receive further training in visitor management and museum security protocol by the head of the Security Department.

Time Commitment – Weekday and weekend shifts are available. Each shift is 3 hours in length



Groundskeeper:

Duties – Volunteer groundskeepers assist the Maintenance staff maintain the outdoor areas of the museum. They will plant, weed, prune, and rake landscaped areas generally keeping the grounds neat and tidy.

Knowledge/Skills/Abilities – Groundskeepers must like to work outdoors and have knowledge of plants, trees, and shrubs. They should be able to lift 20 lbs. and operate small gas and electric powered equipment. Some mechanical ability is a plus. They must also be able to work independently without supervision. All volunteers must be able to pass a background check.

Training – All volunteers are required to attend an orientation to the art museum. Groundskeepers will receive further training from the Maintenance staff.

Time Commitment – Groundskeepers are required to work one shift per week. Each shift is 4 hours in length.

Membership

Membership Volunteer:

Duties - The Membership volunteer engages with visitors to answer questions specifically regarding memberships. Volunteers should be friendly and comfortable talking to visitors, and selling memberships. Volunteers will help visitors fill out membership applications. Duties may also include stuffing envelopes for membership mailings or updating and stuffing membership packets. Volunteers will be required to learn and know information about GRAM membership.

Knowledge/Skills/Abilities – This position is well suited for outgoing personalities who are adept at interacting with the public and are not afraid of initiating conversations with individuals. Volunteers should also be comfortable using a computer. All volunteers must be able to pass a background check.

Training – All volunteers are required to attend an orientation to the art museum. Membership volunteers will receive further training by Membership Department staff that will be specific to the position.

Time Commitment – Volunteers are required to work one shift per week. Shifts are 3.5 hours in length during regular Museum hours:

Tuesday - Thursday	10am – 5pm
Friday	10am – 8:30pm
Saturday	10am – 5pm
Sunday	12pm – 5pm



Visitor Services

Visitor Services Desk Attendant:

Duties – Visitor Services volunteers will assist staff at the Visitor Services Desk in the lobby by greeting visitors as they enter the museum. They will provide friendly assistance to visitors by explaining Museum floor plans and giving directions to galleries or special events, providing information about Museum policies and facilities, providing accurate directions to other area attractions and amenities, gathering Visitor Services data, promoting museum memberships, and collecting and securing contraband from visitors (i.e. food, balloons, backpacks, etc.).

Knowledge/Skills/Abilities – This position is well suited for friendly, welcoming personalities. Visitor Services volunteers must have experience in customer service, familiarity with multi-line phone systems, and basic computer knowledge. All volunteers must be able to pass a background check.

Training – All volunteers are required to attend an orientation to the art museum. Visitor Services volunteers will receive further training in customer service, museum policies, and exhibitions by Public Relations Department staff.

Time Commitment – Volunteers are required to work one shift per week. Shifts are 3.5 hours in length during regular Museum hours:

Tuesday - Thursday	10am – 5pm
Friday	10am – 8:30pm
Saturday	10am – 5pm
Sunday	12pm – 5pm

Museum Store

Duties – Museum Store volunteers provide friendly, competent assistance to store customers. They help maintain and create merchandise displays as well as refill inventory levels on the floor and maintain back stock. The volunteer will also be responsible for labeling incoming inventory and items that need price adjustments.

Knowledge/Skills/Abilities – Museum Store volunteers must be able to lift 20 lbs. The ability to learn and use the register is not required but would be a plus. All volunteers must be able to pass a background check.

Training - All volunteers are required to attend an orientation to the art museum. This volunteer position is further supervised and trained by the Store Manager.

Time Commitment - Requires a minimum 3.5 hours per week commitment. Volunteer shifts are:

Tuesday through Saturday	10am -1:30pm, 1:30pm – 5pm
Friday	5pm – 8:30pm
Sunday	12noon -3:30pm, 1:30pm-5pm



GRAM Volunteer Application

Date _____

Name _____ Phone _____

Address _____ Email _____

City _____ State _____ Zip _____

How did you learn about volunteer opportunities at GRAM?

Please check the statement(s), which best describe(s) the type of time commitment you are willing to make as a GRAM volunteer.

I would like to set up a regular schedule to volunteer weekly or every other week. Please indicate the number of hours you are able to contribute _____ weekly, _____ monthly.

I would like to volunteer at special events.

Museum hours are Tuesday, Wednesday, Thursday, and Saturday 10-5, Friday 10-8:30, and Sunday 12-5. We are closed to the public on Mondays. Please check any of the times you may be available to volunteer:

Weekdays Saturday morning Sunday afternoon
 Friday after 5 p.m. Saturday afternoon Special events

Please indicate by numbering 1-2-3 and so on the volunteer areas that interest you. Please see enclosed volunteer position descriptions for assistance.

Docent Library Museum Store
 Family Programs Gallery Attendant Membership
 Special Events Groundskeeper Visitor Services

Do you have any special training, education, or experience that you would like to share with us?

Do you speak a second language? If so, what language?

Are you now, or have you ever been a member of GRAM? Yes No

*It is GRAM policy that all volunteers maintain a museum membership

Are you 18 years of age or older? Yes No

*GRAM Volunteers must be at least 16 years old.



Are you a student? ____ No ____ Yes: School Name _____ Grade _____

Are there any accommodations, which need to be made for you to perform your volunteer activities?

Race (optional)

____ Caucasian ____ Hispanic ____ Asian/Pacific Islander
____ African American ____ Native American ____ Bi-racial _____
____ Other _____ ____ 1st Generation Immigrant
from _____

Emergency Contact:

Name _____ Phone # _____

References (required)

1) Name _____ 2) Name _____
Title/Profession _____ Title/Profession _____
Relationship _____ Relationship _____
Years Known _____ Years Known _____
Address _____ Address _____
Telephone Number _____ Telephone Number _____

Signature _____ Date _____

Thank you for your interest in volunteering at GRAM. Opportunities are not guaranteed in all areas at all times. Your application will be reviewed and you will be contacted if a placement that matches your interests can be arranged. *Background checks will be performed on all volunteers. Please complete the background check form available for download on the GRAM website and submit with your application.*

Please mail or deliver completed forms to: GRAM--Education Department
101 Monroe Center
Grand Rapids, MI 49503

or fax to: (616) 831-1001
Attn: Education Department