

# Volunteer Categories

## Statement

*Volunteer opportunities shall be available in the category descriptions listed below along with their training requirements.*

## Discussion

The National Navy UDT-SEAL Museum offers a variety of volunteer opportunities. Every effort shall be made to place a volunteer in areas in which they feel most comfortable, wish to serve and can achieve the greatest personal satisfaction; while, at the same time, keeping the needs of the museum in mind. General categories of volunteer opportunities are:

1. Greeters. Public greeters are those volunteers who welcome the public to the museum take admission tickets upon entry to the museum. These volunteers will assist patrons with questions, ticket purchases and related issues. They are the first contact that patrons have with staff and are stationed at the front desk. A helpful and pleasant public presentation is important along with an ability to give direction, be organized, trustworthy and answer questions. ***Basic training component.***
2. Store Clerk Assistants. Volunteers here will assist in all operations of the Museum Store. ***Basic training component.***
3. Museum Gallery Attendants. Museum gallery attendants monitor the public areas of the Museum assigned to them. They are knowledgeable about their area of assignment and receive information on the exhibits' presentation available for public viewing in various sectors of the Museum. They receive instruction on the use and operation of all audio/visual and interactive stations throughout the Museum. Attention to detail and contact with the public is essential. ***Basic training component.***
4. Docents. These are volunteers who conduct tours of the Museum with the general public, or others as assigned, speaking knowledgeably on the history of the Museum, the history of the Navy SEALs and the Museum's collection. They receive additional training in audio/visual elements and tours requiring special use of audio/visual elements. Considerable public contact is involved. These volunteers often serve, but not exclusively, under the direction of the Volunteer Coordinator. ***Advanced training component.***
5. Lecturers. These volunteers are those that feel confident and comfortable speaking in public. These speaking engagements will be as assigned by a Museum staff member through the Volunteer Coordinator. They will be

asked to represent the Museum and the organization as a whole. They should be knowledgeable about the Museum's history and current operations. Materials will be provided by the Volunteer Coordinator to assist in the presentation. ***Special training component***

6. Research Assistant. These volunteers assist the Museum's staff. They assist with administrative duties as directed by staff, process queries from patrons in person, by phone, letter, or e-mail that utilizes our collections. Research skills are required as is considerable public contact. Attention to procedures, security and detail is a must. ***Special training component***.
7. Collections Volunteers. These volunteers assist the Museum's Curator with projects within the curatorial department as needed under the direct supervision of staff. ***Special training component***.
8. Volunteers in the Education Program. Volunteers here come under the direct supervision of Staff and assist in conducting highly specialized educational programming. These programs may involve students/patrons ranging from upper elementary, to college, or to corporate participants. Knowledge of the Museum's history, the collection, and the history of the Navy SEALs is critical. A background in presenting educational materials and concepts is also very helpful; but not absolutely necessary. Following established lesson plans is important. Volunteer opportunities exist in the following subcategories:
  - a) *Educational Outreach Specialists*. These persons are Docents who present educational materials off-site or on-site as needed. Knowledge of presentation techniques and communication technologies is important. ***Special training component***
  - b) *Interns*. These persons are volunteers seeking college degrees using the museum as their educational venue. All internships constitute a specialized program with the mutual cooperation of the intern, their college/university, and the Curator. ***Special training component***
9. Special Events Volunteers. These volunteers will be assigned on an "as needed basis" by the Staff for a wide variety of scheduled events and activities. These may be beyond the scope of normal museum hours of operation. ***Special training component***.
10. Marketing Volunteers. These volunteers assist the Marketing Director in conducting patron surveys, analysis, and statistical presentation of their collected data. They may be involved in other Marketing projects as well. ***Special training component***

11. “Special Project” Volunteers. From time-to-time, special projects may be identified that will be assigned to volunteers that only serve until the completion of the identified project. Such volunteers and projects are outside the scope of this training manual. *Special training component.*
  
12. Administration Volunteers. These volunteers assist in various office areas and in office functions as needed. They should have a working knowledge of Museum operations and feel comfortable operating a computer. *Special training component*