COLUMBIA RIVER
MARITIME MUSEUM
ASTORIA / OREGON

Cruise Ship Volunteer

Cruise Ships come to the area seasonally in the spring, summer, and fall. The American Cruise Line (ACL) are river boats commonly docked on the river side of our pier near Lightship *Columbia*. "Blue water" vessels are the cruise ships that come in from the ocean. These are large ships with many passengers, so volunteer greeters help the Front Desk by greeting them in the glass foyer. Greeters welcome visitors, provide an orientation of the area and the museum itself, and answer questions about the museum and Astoria.

General duties:

- The volunteer will check in with the Front Desk and the Volunteer Coordinator for updates about the museum and the surrounding area to share with guests.
- The volunteer may give out maps and other information supplied by the Front Desk or the manager of Visitor Services (or by the Volunteer Coordinator).
- The volunteer will alert the Front Desk and/or the volunteer at the map to watch for guests who they suspect entered the museum without tickets.

Training: Volunteer greeters are required to attend at least one session of the docent training designated for volunteers who serve as any kind of role in the docent program. They should have shadowed another volunteer and at least one staff member (as coordinated through the Volunteer Coordinator) in this role before serving on their own.

Time Commitment: Shifts are generally two hours long in the mid-morning or midday. Volunteers are alerted to the need for cruise ship greeters on the monthly calendar that is put out by the Volunteer Coordinator and pick up shifts that work with their schedule.

Who to Report to: Volunteer Coordinator and Front Desk Staff, Education Supervisor, or Education Director