



RPM Ambassador Information Packet

General Information

RPM Ambassador Opportunities – Winter 2019/2020

Application & Contract

General RPM Ambassador Information

- I. Reason for New Program
 - A. Declining numbers
 - B. Promote growth
 - C. Meet the needs of The Museum and its visitors
 - D. Make a meaningful volunteer experience
- II. New and Continuing Opportunities
 - A. Gallery Ambassadors**
 - 1. Gallery Ambassadors will be recruited to be trained and scheduled for special exhibitions.
 - 2. Gallery Ambassadors will have a set schedule for the run of the special exhibition
 - 3. Gallery Ambassadors MUST attend the exhibition training OR the Senior series and business breakfast on the special exhibition prior to having in gallery time
 - 4. Gallery Ambassadors will be required to work at least 1 timeslot a week for the run of the special exhibition
 - 5. Gallery Ambassadors will be responsible for answering guests' questions, ensure guest and object safety and security in special exhibition, and giving general admission tours on Saturdays and Sundays at 1:00 and 3:00
 - B. Program Ambassadors**
 - 1. Program ambassadors will be responsible for assisting Education and Event Staff at family program events.
 - 2. Program Ambassadors will be required to work the entire length of the event
 - 3. Program ambassadors will be recruited for individual events including: Easter, Halloween, Pictures with Santa, Noon Years Eve, and other programs as scheduled
 - 4. Program Ambassadors may be responsible for, but not limited to, assisting at craft or activity stations, guest registration, and crowd control
 - C. Event Ambassadors**
 - 1. Event ambassadors will be responsible for assisting Event Staff at various Museum events.
 - 2. Event Ambassadors will be given the option to work the entire length of the event or a specified shift
 - 3. Event ambassadors will be recruited for individual events including Golfín' in the Galleries, Dinner Series, Dogs & Brews, Night at the Museum, and other programs as scheduled
 - 4. Event Ambassadors may be responsible for, but not limited to, serving and pouring alcohol, clearing and cleaning dishes, crowd control, guest registration and check-in, and selling special tickets, items, etc.
 - D. Visitor Experience Ambassadors**
 - 1. Visitor Experience ambassadors will be responsible for assisting Front-of-House Staff.
 - 2. Visitor Experience ambassadors will be given the option to work a specified shift
 - 3. Visitor Experience ambassadors may be responsible for, but not limited to, assisting in the Museum Gift Shop, manning the Membership Table, manning the Hands-On Education Cart, and serving as Planetarium Greeter
- III. Requirements and Incentives
 - A. Requirements
 - 1. Hold current Museum membership (students excluded)
 - 2. Volunteer a minimum of 5 hours per year
 - B. Annual Incentives

1. Invitation to the Volunteer Appreciation Event
2. Volunteer of the Year
3. Quarterly Volunteer Meet & Greet and Info Session

IV. Management and Scheduling

- A. The RPM Ambassadors Program will be managed by the Manager of Museum Events
- B. Primary communications will be sent via e-mail. Sign-up sheets will also be provided at each training and/or info session.

V. Fall 2019 Opportunities (see following pages for details)

Cut: Costume and the Cinema **Gallery Ambassador**

Event Prep **Event Ambassador**

Planetarium Greeter **Visitor Experience Ambassador**

Night at the Museum **Event Ambassador**

Meet Arthur Family Day **Program Ambassador**

Dinner Series **Event Ambassador**

Hollywood Halloween **Program Ambassador**

Pennsylvania German Folk Art Family Day **Program Ambassador**

Story Time with Santa **Program Ambassador**

Noon Year's Eve **Program Ambassador**

RPM Ambassador Opportunities – Winter 2019/2020

To Sign Up: Please contact Amanda Machik at amanda.machik@readingpublicmuseum.org no later than 2 weeks prior to the date of service.

Museum Highlights Tour Gallery Ambassador

Purpose	Gallery Ambassadors will assist guests visiting The Museum by providing a Museum Highlights tour.
Responsibilities	Gallery Ambassadors will answer visitor questions and provide general admission tours on Saturday's and Sunday's at 1:00 and 3:00 p.m.
Location	Gallery Ambassadors will be located throughout The Museum galleries, but tours will begin in the Atrium.
Date of Service	Ongoing Winter & Spring
Length of Service	Ongoing throughout the Winter and Spring.
Time Commitment	It is the goal of The Reading Public Museum to have Gallery Ambassadors present in the exhibition during "High Traffic" times and to offer regularly scheduled tours, as a result, Gallery Ambassadors are requested to commit to at least one 4 hour time slot per week (12:30p.m.-4:30p.m) which needs to include 2 weekend days per month.
Qualifications	Persons who are interested in this Gallery Ambassador opportunity are required to: <ul style="list-style-type: none">• Have an interest in The Museum exhibitions• Must agree to all RPM Ambassador requirements
Training and Support	A training may be provided if needed.
Dress Code	Gallery Ambassadors will be required to wear Business Casual attire and a RPM Ambassador name badge during volunteer shifts.

Event & Program Prep Event Ambassador

Purpose	Event Ambassadors will assist Museum staff with necessary event and program preparations to prepare for successful events and programs.
Responsibilities	Event Ambassadors will assist with various preparations including but not limited to: <ul style="list-style-type: none">• Stuffing treat bags for Christmas program• Decorating for Christmas program• Stuffing treat bags for Easter program
Location	Location will vary depending on task but may include the 1210 Educational Building and the Main Museum Building.
Date of Service	Select days and times in throughout winter & spring.
Length of Service	Event Ambassadors will be requested for select shifts throughout the winter and spring.
Time Commitment	Time and shifts will vary depending on tasks, but will typically last for 4-6 hours.
Qualifications	Persons who are interested in this Event Ambassador opportunity are required to: <ul style="list-style-type: none">• Must agree to all RPM Ambassador requirements
Training and Support	An RPM staff member will go over any details the Ambassador will need to know at the start of the shift.
Dress Code	Event Ambassadors will be allowed to wear casual attire.

Planetarium Greeter Visitor Experience Ambassador

Purpose	Visitor Experience Ambassadors will assist staff in the Planetarium.
Responsibilities	Visitor Experience Ambassadors will answer basic questions about the Public Planetarium Shows such as where to buy tickets for the shows, and any other basic Museum/Planetarium-related questions. In addition, they will assist with crowd control and monitoring the door and lobby area while planetarium shows are running in the Dome.
Location	Planetarium Building
Date of Service	Saturdays and Sundays throughout winter and spring 2019
Length of Service	Visitor Experience Ambassadors will be asked to work one Sunday a month. <i>See below for details.</i>
Time Commitment	It is the goal of The Reading Public Museum to have Visitor Experience Ambassadors present in the Planetarium Lobby during Sunday shows. Visitor Experience Ambassadors are requested to commit to at least one 4 hour time slot per month (12:30 p.m.-4:30p.m). Saturday Pop-Up Shows shifts will be determined.
Qualifications	Persons who are interested in this Event Ambassador opportunity are required to: <ul style="list-style-type: none"> • Must agree to all RPM Ambassador requirements
Training and Support	An RPM staff member will go over any details the Ambassador will need to know at the start of the shift.
Dress Code	Visitor Experience Ambassadors will be required to wear Business Casual attire and a RPM Ambassador name badge during volunteer shifts.

Story Time with Santa Program Ambassador

Purpose	Program Ambassadors will assist Museum staff to enhance the visitor experience for the Story Time with Santa program.
Responsibilities	Program Ambassadors will be assigned a responsibility for the day. Responsibilities may include but not be limited to: <ul style="list-style-type: none"> • Crowd control & directing guests • Handing out treat bags • Handing out cookies and milk • Manning the RPM Step & Repeat Photo Backdrop • Assisting with crafts and activities
Location	Main Museum Building
Date of Service	Sunday, December 8th
Length of Service	This is a one day program.
Time Commitment	Program Ambassadors are requested for a 4 hour shift beginning at 10:30a.m. and ending at 2:30p.m.
Qualifications	Persons who are interested in this Program Ambassador opportunity are required to: <ul style="list-style-type: none"> • Must agree to all RPM Ambassador requirements
Training and Support	Program Ambassadors will be emailed their duty for the day of the program prior to the date of the program. An RPM staff member will go over any details the Ambassador will need to know between 10:30a.m. and 11:00 a.m. the day of the program.
Dress Code	Program Ambassadors are encouraged to dress in festive, holiday attire, or wear Business Casual attire, and a RPM Ambassador name badge during volunteer shifts.

Noon Year's Eve Program Ambassador

Purpose	Program Ambassadors will assist Museum staff to enhance the visitor experience for the Noon Year's Eve program.
Responsibilities	Program Ambassadors will be assigned a responsibility for the day. Responsibilities may include but not be limited to: <ul style="list-style-type: none"> • Crowd control & directing guests • Handing out refreshments • Manning the RPM Step & Repeat Photo Backdrop • Assisting with crafts and activities/games
Location	Main Museum Building
Date of Service	Tuesday, December 31st
Length of Service	This is a one day program.
Time Commitment	Program Ambassadors will be requested for a 4 hour shift beginning at 9:30a.m. and ending at 1:30p.m.
Qualifications	Persons who are interested in this Program Ambassador opportunity are required to: <ul style="list-style-type: none"> • Must agree to all RPM Ambassador requirements
Training and Support	Program Ambassadors will be emailed their duty for the day of the program prior to the date of the program. An RPM staff member will go over any details the Ambassador will need to know between 9:30a.m. and 10:00a.m. the day of the program.
Dress Code	Gallery Ambassadors will be required to wear Business Casual attire and a RPM Ambassador name badge during volunteer shifts.

Golfin' in the Galleries Event Ambassador

Purpose	Event Ambassadors will assist Museum staff to enhance the visitor experience for the Golfin' in the Galleries event.
Responsibilities	Event Ambassadors will be assigned a responsibility for the day. Responsibilities may include but not be limited to: <ul style="list-style-type: none"> • Guest registration and check-in • Beer cart • Overseeing event activity/game
Location	Main Museum Building
Date of Service	Friday, February 21st
Length of Service	This is a one day program.
Time Commitment	Event Ambassadors are at minimum requested for a 4 hour shift, but ideally will be present for the entire event from 5:00p.m.-10:30p.m.
Qualifications	Persons who are interested in this Event Ambassador opportunity are required to: <ul style="list-style-type: none"> • Must agree to all RPM Ambassador requirements
Training and Support	Event Ambassadors will be emailed their duty for the day of the event prior to the date of the event. An RPM staff member will go over any details the Ambassador will need to know at the beginning of their shift on the day of the event.
Dress Code	Event Ambassadors will be required to wear Business Casual attire and an RPM Ambassador name badge during volunteer shifts. Please wear comfortable shoes.

Golfin' in the Galleries Family Weekend Program Ambassador

Purpose	Program Ambassadors will assist Museum staff to enhance the visitor experience for the Golfin' in the Galleries Family Weekend program.
Responsibilities	Program Ambassadors will be assigned a responsibility for the day. Responsibilities may include but not be limited to: <ul style="list-style-type: none"> • Distributing golf balls, score cards, pencils, etc. to guests • Monitoring the galleries and the golf holes
Location	Main Museum Building
Date of Service	Saturday, February 22nd and Sunday, February 23rd
Length of Service	This is a two-day program.
Time Commitment	Program Ambassadors are at minimum requested for a 3 hour shift, but ideally will be present for the entire program from 11:00a.m. – 5:00p.m.
Qualifications	Persons who are interested in this Program Ambassador opportunity are required to: <ul style="list-style-type: none"> • Must agree to all RPM Ambassador requirements
Training and Support	Program Ambassadors will be emailed their duty for the day of the event prior to the date of the event. An RPM staff member will go over any details the Ambassador will need to know at the beginning of their shift on the day of the event.
Dress Code	Program Ambassadors will be required to wear Business Casual attire and an RPM Ambassador name badge during volunteer shifts. Please wear comfortable shoes.

Dinner Series Event Ambassador

Purpose	Event Ambassadors will assist Museum staff to enhance the guest experience during the Dinner Series event.
Responsibilities	Event Ambassadors will be requested to complete various food service related tasks. Responsibilities may include but not be limited to: <ul style="list-style-type: none"> • Serving and clearing alcohol • Serving and clearing food plates • Rinsing food plates
Location	Main Museum Building
Date of Service	Thursday, February 27th and Thursday, June 25th
Length of Service	This is a one day program, occurring multiple times a year.
Time Commitment	Event Ambassadors are requested to be here from 5:00p.m.-9:30p.m.
Qualifications	Persons who are interested in this Event Ambassador opportunity are required to: <ul style="list-style-type: none"> • Must agree to all RPM Ambassador requirements
Training and Support	Event Ambassadors will be emailed their duty for the day of the event prior to the date of the event. An RPM staff member will go over any details the Ambassador will need to know at the beginning of their shift on the day of the event.
Dress Code	Event Ambassadors will be required to wear Business Casual attire, and a RPM Ambassador name badge during volunteer shifts. Please wear comfortable shoes.

Easter Program Ambassador

Purpose	Program Ambassadors will assist Museum staff to enhance the visitor experience for the Easter program.
Responsibilities	Program Ambassadors will be assigned a responsibility for the day. Responsibilities may include but not be limited to: <ul style="list-style-type: none"> • Crowd control & directing guests • Handing out treat bags • Distributing plastic Easter eggs throughout the galleries • Manning the RPM Step & Repeat Photo Backdrop • Assisting with crafts and activities
Location	Main Museum Building
Date of Service	Sunday, April 12th
Length of Service	This is a one day program.
Time Commitment	Program Ambassadors are requested for a 4 hour shift beginning at 10:30a.m. and ending at 2:30p.m.
Qualifications	Persons who are interested in this Program Ambassador opportunity are required to: <ul style="list-style-type: none"> • Must agree to all RPM Ambassador requirements
Training and Support	Program Ambassadors will be emailed their duty for the day of the program prior to the date of the program. An RPM staff member will go over any details the Ambassador will need to know between 10:30am and 11:00am the day of the program.
Dress Code	Program Ambassadors will be required to wear Business Casual attire and an RPM Ambassador name badge during volunteer shifts. Please wear comfortable shoes.

Dogs & Brews Event Ambassador

Purpose	Event Ambassadors will assist Museum staff to enhance the visitor experience for the Dogs & Brews event.
Responsibilities	Event Ambassadors will be assigned a responsibility for the day. Responsibilities may include but not be limited to: <ul style="list-style-type: none"> • Guest registration and check-in • Pouring beer • Delivering ice to vendors • Manning the raffle table
Location	Stone Terrace Tent
Date of Service	Sunday, May 24th
Length of Service	This is a one day program.
Time Commitment	Event Ambassadors are at minimum requested for a 4 hour shift, but ideally will be present for the entire event from 11:00a.m.-4:30p.m.
Qualifications	Persons who are interested in this Event Ambassador opportunity are required to: <ul style="list-style-type: none"> • Must agree to all RPM Ambassador requirements
Training and Support	Event Ambassadors will be emailed their duty for the day of the event prior to the date of the event. An RPM staff member will go over any details the Ambassador will need to know at the beginning of their shift on the day of the event.
Dress Code	Event Ambassadors will be required to wear Casual attire and an RPM Ambassador name badge during volunteer shifts. Please wear comfortable shoes.



RPM AMBASSADOR APPLICATION FOR THE READING PUBLIC MUSEUM

500 MUSEUM ROAD, READING, PA 19611

Personal Information:

Name	Click here to enter text.		
Address	Click here to enter text.		
Phone Number	Click here to enter text.	Email Address	Click here to enter text.

Emergency Contact:

Name	Click here to enter text.		
Address	Click here to enter text.		
Phone Number	Click here to enter text.	Email Address	Click here to enter text.

Educational Background: (please complete all that apply)

High School Name	Click here to enter text.	Graduation Year	Click here to enter text.
College Name	Click here to enter text.	Graduation Year	Click here to enter text.
	Major	Click here to enter text.	
	Minor	Click here to enter text.	

Ambassador Preferences: (please check all that apply)

- ☐ Gallery Ambassador
- ☐ Visitor Experience Ambassador
- ☐ Program Ambassador
- ☐ Event Ambassador

* If you wish to volunteer with the Arboretum Assistants, please contact Karen Moyer at karenmoyer4@gmail.com.

Volunteer Availability:

	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Hours Available							

Please use the space provided to tell us why you would like to volunteer at The Reading Public Museum.



RPM AMBASSADOR CONTRACT FOR THE READING PUBLIC MUSEUM

500 MUSEUM ROAD, READING, PA 19611

By signing this contract, I _____, declare my intention to serve in the RPM Ambassador Program of The Reading Public Museum for the 2019/2020 fiscal year as an active Ambassador.

1. An active Ambassador has consented to give a one year commitment to the RPM Ambassador Program.
2. An active Ambassador must give a minimum of 5 hours.
3. Attendance is required at RPM Ambassador trainings outlined in job descriptions.
4. Maintain annual membership to The Museum (students excluded).
5. Abide by the general rules of access and conduct for all Reading Public Museum staff.
6. Active Ambassadors are expected to be respectful of RPM staff time and resources.
7. Active Ambassadors are expected to be kind and curious to all museum visitors, guests, and staff at all times.
8. Active Ambassadors are expected to dress in accordance with their job description.
9. The Manager of Museum Events must be notified in writing if an absence is necessary from trainings outlined in the job description or attendance for scheduled volunteer hours.
10. Ambassadors are requested to submit in writing if s/he chooses to resign.
11. Accept the Manager of Museum Event's right to counsel you or possibly dismiss you from the RPM Ambassador Program if you fail to comply with the guidelines.

Signature

Date