



The Smithsonian Associates

May 2009

Dear Prospective Volunteer:

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

The role of a TSA volunteer is significant, providing necessary support to members, patrons, and staff in the successful presentation of a wide variety of educational and entertaining programs that take the form of lectures, full or half day seminars, multiple session courses, films, performances, studio arts, and local tours. (For additional information on the duties of event monitors, please see the information sheet below that follows this letter.) The diversity of topics presented is endless and ranges from history, art, and science to culture, religion, travel, and more. In the past year studio arts event monitor volunteers and event monitor volunteers contributed their energy, skills, and over 10,000 hours of their time to The Smithsonian Associates.

The volunteer office is once again accepting applications for additional monitor volunteers. Our most pressing need is for studio art event monitor volunteers and we anticipate scheduling fall 2009 training dates. The extent of our need for additional event monitor volunteers has yet to be determined so training dates will be established as needed and at a later date. Early application is encouraged. A staff member in the volunteer office will contact applicants to acknowledge receipt of applications and when appropriate, to schedule an interview at a mutually convenient time. Interviews serve to outline volunteer duties and program expectations as well as to provide a forum for an exchange of questions and information.

Anyone interested in the prospect of becoming either a studio arts event monitor volunteer or an event monitor volunteer should print, complete, and mail the following application form with a copy of ones resume to the TSA Volunteer Office.

Specific questions regarding these volunteer opportunities may be addressed by calling the volunteer office at (202) 633-8596 or sending an e-mail to volunof@si.edu. If no one answers, please leave a telephone number, your question, and indicate the best time for a return call.

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

Sincerely,

Tricia

Tricia Byrne
Volunteer Coordinator

THE SMITHSONIAN ASSOCIATES (TSA)

Studio Art Event Monitor Volunteer and Event Monitor Volunteer Information Sheet

TSA studio arts and event monitor volunteers contribute significantly to the successful operation of TSA programs and represent the Smithsonian Institution to the public.

Flexibility, courtesy, and congeniality as well as an energetic willingness to work individually (studio arts event monitor volunteer) or as a team (event monitor volunteer) to pull the various aspects of the preparation and presentation together are essential qualities for volunteers supporting programs. 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 is essential for continued program participation.

The normal duties assigned to studio arts and event monitor volunteers include, but are not limited to:

- **Welcome patrons** with an auditory greeting. A smile is a universally appreciated symbol of welcome.
- **Sell tickets** and make change.
- **Direct audience members** to ticket sales area and/or to the location where the program is being held as well as to adjacent water fountains, restrooms, etc.
- **Take tickets** at the door of the auditorium/room.
- **Distribute materials** such as programs, handouts, or other material as instructed by the TSA staff member on duty.
- **Promote Resident Associate Program (RAP) Membership** when selling tickets to non-members at the door or at a membership table, if one has been set up for the program.
- **Keep accurate count** of the number of seats available inside the auditorium and report same to the responsible staff member the number of tickets that are available for sale.
- **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 full or reasonably full programs.
- **Collect completed evaluations** or other materials at the end of a program.

Monitors are responsible for presenting and conducting themselves professionally.

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

Monitors 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 appropriate TSA staff member. This is usually three-quarters of an hour prior to starting time or depending on the program possibly one hour. Volunteers should not leave an event until fifteen minutes following the conclusion of the program 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. It is the responsibility of the canceling volunteer to find his or her own replacement through coordination with the volunteer office.

THE SMITHSONIAN ASSOCIATES (TSA)

Studio Arts Event Monitor Or Event Monitor Volunteer Application Form

Date: _____

Name: _____

Mr.() Ms.() Mrs.() Other() Specify _____

E-Mail Address: _____

Home Address: _____

City: _____ State: _____ Zip: _____

Work Phone: _____ Home Phone: _____

TSA Membership: Check One: Single () Double () Family () How Long? _____

1. Indicate which volunteer position you are applying for (check one)
 - Studio Arts Event Monitor Volunteer _____
 - Event Monitor Volunteer _____
2. Describe current or most recent work experience, giving place of employment, title, and general responsibilities.
3. Describe 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, 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 for TSA.

AVAILABILITY

Studio arts event monitors and event monitor 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.

	Sun	Mon	Tues	Wed	Thur	Fri	Sat
am							
pm							

REFERENCES

Please list two references that we may contact. Do not include relatives.

1. Name _____

How do you know this individual? _____

Home Phone _____

Work Phone _____

2. Name _____

How do you know this individual? _____

Home Phone _____

Work Phone _____

NEXT OF KIN / EMERGENCY CONTACT

Name: _____

Relationship: _____

Phone Number(s): _____

MAILINGS

I give permission for my name and address to be put on a general mailing list to receive any mailings from other Smithsonian departments. Yes _____ No _____

APPLICATION

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

Tricia Byrne

Volunteer Coordinator

The Smithsonian Associates, TSA

PO Box 23293; MRC 701

Washington, DC 20026-3293

Or e-mail your application and resume to volunof@si.edu