



Portland Children's Museum

Information for Internship Program

Internships at Portland Children's Museum are unpaid and highly competitive. Internships require a commitment of fifteen hours a week for a period of twelve weeks. Scheduled vacations can be accommodated. Applications for internships should include: cover letter, resume, completed Internship Application, and two professional references to be completed by your reference and returned directly to Portland Children's Museum. Questions about the Internship Program should be directed to the Volunteer Manager at volunteer@portlandcm.org or (503) 471-9906.

Internship job descriptions:

Exhibits Intern:

Our exhibits are designed for young children to learn through play. The intern will gain experience in maintaining and improving Museum environments for young children. The Exhibit Intern will assist the Exhibit Manager in maintaining, improving, and renovating the existing props, lighting, signage and environments, as well as the construction of new exhibits components and props. The intern will be responsible for maintaining the highest safety standards in all Museum spaces. Internship will be documented by intern through words, drawings and photographs. Final portfolio will be submitted for Museum archives. Must have commitment to best practices in child development and demonstrated skill in construction. Also required are strong creative and problem solving skills. Must have attention to detail and be able to meet deadlines.

Fundraising Event Intern:

The Development Intern will work directly with the Individual Giving Manager and the Development Department to assist with planning and facilitation of the spring fund-raising event Be A Kid Again. Duties may include soliciting auction donations, planning fun night-of activities (like Rubber Ducky Races, Dig for Buried Treasure, etc), and updating our donor database with event attendees and prospects. Administrative responsibilities include: filing and assisting with mailing thank you letters. Requires excellent oral and written communication skills in addition to strong organizational abilities. Applicant should have strong PC skills and a willingness to learn and work with databases such as Raiser's Edge. Experience planning events or background in communications, marketing, or events a plus.

Human Resources Intern:

The intern will learn about the workings of a mid-sized non-profit organization first hand. Students contemplating work in Human Resources or Business Administration in either a non-profit or for-profit corporation will find the work especially relevant. The Human Resources Intern will work with the Director of Human Resources to support the Museum's Human Resource objectives. The intern will contribute to the museum team through completing various tasks including updating employee personnel files, creating reports to track employee information, and maintaining copies of all state and federal documentation. Special projects relating to Human Resource department will be assigned. Requires excellent oral and written communication skills and the ability to work responsibly with confidential materials. Must have superior customer service and interpersonal communication skills. Strong Excel skills a plus.

Museum Collections Intern:

The Museum has a large and varied stored collection of objects from past exhibits such as antique toys and artifacts. The intern will be responsible for inventorying and organizing the collection. Possible duties will include photographing and cataloging collection and location and researching the history of objects with unknown origins. Preference will be given to those with a background in history, archives, or museum studies. Must have strong organizational skills and ability to problem solve through challenges. Strong PC skills especially in programs such as Excel or Access a must.

Nutrition Intern:

The Nutrition Program volunteer will assist with food preparation to support the Opal Charter School's food program. Opal Charter School is a public elementary school of the Portland Public School District and a program of the Portland Children's Museum. Intern duties will include prepping and serving meals, and preparing fruits, vegetables and other snack items for the morning and afternoon snacks. Other duties will include preparing kitchen for daily use including prep work and cleaning, calibrating refrigerator temperature, and being responsible for maintaining the highest safety standards. Must have a commitment to best practices in food service safety and a Food Handler's License. Attention to detail, a good sense of humor, and the ability to positively interact with children are all musts.

Operations Intern:

The intern will gain experience in maintaining and improving Museum environments for young children. The intern will be responsible for maintaining the highest safety standards in all Museum spaces. The Operations Intern will assist the Director of Operations and Exhibits with special projects, including developing future exhibits by conducting research and market analysis, researching new alternatives to challenges, aiding in gathering data to developing museum policy changes and assisting in enhancing safety training programs for Museum. Requires excellent oral and written communication skills in addition to strong organizational abilities. Must have creative and strong problem solving skills, attention to detail, and ability to meet details. Strong PC skills a must.

Programs Intern:

For many children, their first creative experiences take place at the Museum. Interns will collaborate with a team of museum educators on developing content, ordering and preparing materials, setting up, delivering, cleaning up, and debriefing various art workshops and programs including working in our regular studio spaces. Interns might work on site at the Museum or off site at local schools. The intern will assist Museum staff with ongoing planning, implementation, maintenance, documentation and evaluation of programs and experiences. The intern will ensure activities are physically and emotionally safe for young children, and encourage open-ended exploration in positive and supportive ways. Applicant should have educational philosophy aligned with Museum's mission and values and a demonstrated ability to interact with children and their caregivers. Also required is a commitment to best practices in child development. Preference will be given to those with a background in early learning and/or art. Excellent communication skills and the ability to work independently and collaboratively are a must. Bilingual skills are a plus.

Visitor Services Intern:

The intern will learn about the workings of a mid-sized non-profit organization first hand. Students contemplating work in retail or business administration in either a non-profit or for-profit corporation will find the work especially relevant. The Visitor Services Intern will work with the Assistant Director of Sales and Visitor Services to support the Museum's customer services objectives. The intern will contribute to the visitor services team through completing various tasks including store merchandising, membership, birthday party and store sales, facility rentals, record keeping and general admission practices. Special projects relating to enhancement of the museum revenue will be assigned. Superior customer service skills and a great sense of humor are musts. Strong organizational skills and ability to work with PCs are a requirement. Must have excellent oral and written communication skills and ability to meet deadlines.

Overview of Intern Program:

Portland Children's Museum will provide Interns with:

- Training necessary to perform in internship role
- Recommendation upon completing minimum volunteer commitment
- Opportunities to give back to local community
- Free membership to Museum if you volunteer 100 hours
- 10 % discount in Gift Shop
- Social events to mingle and network with other volunteers and staff

Interns MUST:

- Commit to working a minimum of 15 hours a week for twelve weeks
- Adhere to Museum policies and procedures
- Arrive on time and complete agreed upon shifts
- Notify Museum as soon as possible if unable to make agreed upon shifts
- Sign in for volunteer shifts and track time using volunteer timesheet
- Follow Appearance Guidelines
- Represent the Museum in a friendly and positive manner
- Be willing to learn and have fun!

Shift and schedule information:

The Museum is generally open Tuesday-Sunday from 9AM-5PM during the fall and winter and seven days a week from 9AM-5PM in the spring and summer. We ask that you arrive five minutes before your scheduled shift to allow you time to check in. There are a variety of volunteer shifts depending on the job you are interested in. Regular volunteer shifts usually occur in a minimum of two hour blocks. Shift blocks can be combined to create longer shifts if you wish depending on shift availability. Some volunteers prefer to assist with special events such as our First Free Friday evening event held once a month. Length of special event shifts is dictated on an event by event basis. Breaks are provided during your shift. Shifts will be determined with the Volunteer Manager.

Intern Program Policies and Procedures:

Intern Conduct-Interns are expected to uphold the following standards while volunteering:

- Provide friendly greetings and smiles to all visitors and offer good customer service to our guests. This includes answering questions whenever you can or finding a Museum staff member to help a visitor if necessary.
- Always be professional. As a volunteer you are representing the Museum so we ask that you refrain from using profanity or having inappropriate conversations during your time at the Museum.
- Please do not bring your family or friends to the Museum during your shift. Our visitors appreciate your undivided attention.
- Treat other volunteers and staff members with courtesy and respect. If you ever have a problem with another volunteer or staff member, please report it immediately to the Manager on Duty or Volunteer Manager.

Unacceptable behavior-is determined by Museum staff and includes, but is not limited to:

- Failure to adhere to policies and procedures
- Having two or more absences without notice
- Insubordination, abuse, or mistreatment of visitors, staff, or other volunteers
- Failure to perform assigned duties
- Possession or use of banned substances or alcohol
- Theft or property or misuse of Museum materials

- Portland Children's Museum has the right to terminate a volunteer at any point

Interactions with Children:

- **NEVER**, under any circumstances, be alone with or pick up a child. The three appropriate ways to make physical contact with a child at the Museum are: to place your hand on the child's shoulder, to place your hand on the child's back, or to hold the child's hand. **If you witness any behavior between adults and children, or between children that seems inappropriate or abusive, alert a staff member immediately.**
- When possible, be at child's level and speak softly.
- Introduce yourself and your role.
- Listen actively and with respect.
- Respect each child's right to choice and privacy when possible.
- Involve children in problem solving rather than always providing answers.
- Ask open ended questions that allow the child to think creatively, learn, and build confidence.

Dress Code-All volunteers are expected to present themselves in a professional yet comfortable fashion. Volunteers are expected to be well groomed and all clothing must be in good repair.

- Blue jeans in good condition are welcomed. Shorts, skirts, and dresses should be no more than four inches above the knee. Top of your pants/skirt must meet the bottom of your shirt (no midriffs showing)
- No clothing with slogans allowed. Please ensure any graphics on your clothing are appropriate.
- Low-cut tops, tank tops, and spaghetti strapped tops are not appropriate. Sleeveless shirts are permissible if material covers to edge of shoulder.
- To reduce the risk of accidents and injury shoes must be closed toed. For your safety you will be sent home if you wear sandals, flip flops, or open-toed shoes.
- Only ear piercings are permitted
- Always wear a volunteer apron and nametag during your shift

Arrival and Departure Procedures

- Arrive at least five minutes before your shift. Sign in for your shift and fill out your timesheet.
- Put on volunteer apron and nametag.
- Store personal items in lockers provided in the break room. Please note you will need to provide your own lock. Museum assumes no responsibility for loss or damage to your belongings.
- At end of shift, ensure your area is clean for the next shift.
- Sign out for your shift and complete your timesheet for the day. Return apron and nametag.
- You are expected to leave the building at the end of your volunteer shift.

Schedule Changes: If you are unable to make your agreed upon shift or need to change your schedule please notify the your supervisor in advance. If you are unable to fulfill your volunteer commitment and need to resign please notify the Volunteer Manager at volunteer@portlandcm.org or (503) 471-9906.