



City of Chicago
Brandon Johnson, Mayor

Department of Cultural Affairs and Special Events
Clinée Hedsbeth, Commissioner

NOTICE OF VOLUNTEER OPPORTUNITY UNPAID

Department of Cultural Affairs and Special Events (DCASE)

Interested candidates should fill out the DCASE Volunteer Application at
<https://dcasevoluntours.org/page/volunteer>

The City of Chicago Department of Cultural Affairs and Special Events (DCASE) supports artists and cultural organizations, invests in the creative economy, and expands access and participation in the arts throughout Chicago's 77 neighborhoods. As a collaborative cultural presenter, arts funder, and advocate for creative workers, our programs and events serve Chicagoans and visitors of all ages and backgrounds, downtown and in diverse communities across our city — to strengthen and celebrate Chicago.

DCASE produces some of the city's most iconic festivals, markets, events, and exhibitions at the Chicago Cultural Center, Millennium Park, and in communities across the city — serving a local and global audience of 25 million people. The Department offers cultural grants and resources, manages public art, supports TV and film production and other creative industries, and permits special events throughout Chicago.

DCASE offers more than 2,000 high-quality free exhibitions, concerts, theatrical and dance performances, films, lectures and discussions, family events and other programs each year at venues across the city. Events include Chicago House Music Festival, Chicago Gospel Music Festival, Chicago Blues Festival, Taste of Chicago, Chicago SummerDance Celebration, Chicago Jazz Festival. DCASE also manages a wide range of projects that advance the City of Chicago and its vibrant neighborhoods.

DCASE relies on volunteers to provide information, lead tours, and engage with the public at a wide range of free cultural venues and events. Opportunities include:

- Chicago Cultural Center: Tours (public and private), Information Desks, Audience Surveys, and Events Support — greeting and wayfinding for concerts, exhibition openings, family events, Learning Lab, Welcome Center, and more
- Outdoor Public Art Tours
- Millennium Park: Greeting, wayfinding, and assisting with audience surveys
- Taste of Chicago: Greeting, wayfinding, and assisting with audience surveys

ESSENTIAL DUTIES

- Information Desk volunteers serve as the first point of contact for guests and answer questions about the Chicago Cultural Center and events, Millennium Park, Taste of Chicago, and general questions about the city
- Chicago Cultural Center tour guides lead tours of the buildings

- Learning Lab and Welcome Center: Engage with the public in these creative spaces
- Perform additional functions to support other DCASE events, including greeting, wayfinding, check-in, set-up, Survey assistance, and various duties

MINIMUM QUALIFICATIONS:

- Must be 18 years of age or older
- Excellent communication skills
- Excellent customer service skills
- Knowledge of Chicago and the Loop, arts, and events
- Generally able to volunteer 6 – 12 hours per month
- Must be reliable and on time
- Basic computer knowledge and access to email

NOTE:

- This is an at-will position
- Duties may include both indoor and outdoor activities
- Candidates are required to pass a criminal background check (fingerprinting) and attend a mandatory training course prior to volunteering. Additional training may be required for some volunteer assignments
- Previous volunteer experience is highly valued, but not required
- Knowledge of Chicago history and art history are highly valued but not required
- Proficiency in a foreign language is highly valued, but not required
- Hours include days, evenings, weekends, and holidays
- Successful candidate will be notified by phone or email

RESIDENCY REQUIREMENT: Not Required

SALARY: UNPAID

CLOSING DATE: Open Until Further Notice

INSTRUCTIONS: Interested candidates should fill out the DCASE Volunteer Application at <https://dcasevoluntours.org/page/volunteer>

If you would like to request reasonable accommodation due to disability or pregnancy to participate in the application process, please contact the City of Chicago, Department of Human Resources, at 312-744-4976 (voice) or 312-744-5035 (TTY). Please be prepared to provide information in support of your reasonable accommodation request.

ALL REFERENCES TO POLITICAL SPONSORSHIP OR RECOMMENDATION MUST BE OMITTED FROM ALL APPLICATION MATERIALS SUBMITTED FOR CITY EMPLOYMENT

The City of Chicago is an Equal Employment Opportunity and Military Friendly Employer.
