

**City of Chicago**  
**Lori E. Lightfoot, Mayor**

**Department of Cultural Affairs & Special Events**  
**Mark Kelly, Commissioner**

## **NOTICE OF VOLUNTEER OPPORTUNITY**

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### **Department of Cultural Affairs and Special Events** **UNPAID**

The Department of Cultural Affairs and Special Events (DCASE) is dedicated to enriching Chicago's artistic vitality and cultural vibrancy. This includes fostering the development of Chicago's non-profit arts sector, independent working artists, and for-profit arts businesses; providing a framework to guide the City's future cultural and economic growth, via the 2012 Chicago Cultural Plan; marketing the City's cultural assets to a worldwide audience; and presenting high-quality, free and affordable cultural programs for residents and visitors.

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

- Chicago Cultural Center: Tours (public and private), Information desks (3-4 hour shifts), and Events support— greeting and way-finding for concerts, exhibition openings, conferences, family events, Cook County civil wedding ceremonies, Learning Lab, and more
- Clarke House Museum: Tours (public and private)
- Millennium Park: Information carts (3-3.5-hour shifts)—greeting, wayfinding
- Taste of Chicago: Information towers (3-3.5-hour shifts)—greeting, wayfinding

#### **DUTIES**

- Information Desk volunteers serve as the first point of contact for guests and answer questions about the Chicago Cultural Center, Millennium Park, Taste of Chicago, and general questions about the city.
- Chicago Cultural Center and Clarke House Museum docents lead tours of the buildings
- Cook County Civil Wedding Ceremonies: Set-up and take-down, and help manage the civil wedding ceremonies. Hours late morning to early afternoon on select Saturdays (Limited roles available)
- Learning Lab: Engage with the public in this creative space
- Perform additional functions to support other DCASE events, including greeting, wayfinding, check-in, set-up and various administrative 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 a reasonable accommodation due to disability or pregnancy in order to participate in the application process, please contact the City of Chicago, Department of Human Resources, at 312-744-4976. Please be prepared to provide information in support of your reasonable accommodation request.**

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

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