



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

**Department of Cultural Affairs & Special Events**  
**Erin Harkey, Commissioner**

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## **NOTICE OF VOLUNTEER OPPORTUNITY UNPAID**

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

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

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, for-profit arts businesses, and arts corridors citywide; providing a framework to guide the City's future cultural and economic growth, via "Arts77," a citywide arts recovery and reopening plan for all of Chicago's 77 community areas; marketing the City's cultural assets to a worldwide audience; and supporting high-quality, free, and affordable cultural programs for residents and visitors.

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, including the presentation of major cultural events like Chicago Blues Festival, Chicago Jazz Festival, Chicago SummerDance, Taste of Chicago, and more. DCASE manages a wide range of projects that advance the City of Chicago and its vibrant neighborhoods—including youth arts initiatives, cultural grants, markets, public art installations, community concerts celebrating Chicago's music legacy, neighborhood festivals and events, and positioning Chicago as a hub for film and TV production.

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, and Events Support — greeting and wayfinding for concerts, exhibition openings, family events, Learning Lab, Welcome Center, and more
- Clarke House Museum: Tours (public and private)
- Outdoor Public Art Tours
- Millennium Park: Information Carts (3-3.5-hour shifts)—greeting, wayfinding
- Taste of Chicago: Information Towers (3-3.5-hour shifts)—greeting, wayfinding

#### **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 and Clarke House Museum docents 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, 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 a 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.**

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