Volunteer Opportunity Description:

Membership Desk Assistant Volunteer

Description/Purpose
MEMBERSHIP DESK ASSISTANT VOLUNTEER
For the busy spring, summer and fall season, we are seeking volunteers to serve as Membership Desk Assistant Volunteers to work alongside staff on busy days during the week and weekends or occasionally cover the membership desk while staff attend meetings, go on breaks, etc. These volunteers will assist with: membership offer questions, member benefits questions, welcoming visitors (many first-time visitors to the Arboretum), providing directions, offering ideas for where to go and what to see and other duties as assigned (see responsibilities/task below). These volunteer positions are vital in helping promote a positive and memorable visitor experience.

Responsibilities/Tasks
MEMBERSHIP DESK ASSISTANT VOLUNTEER
We are looking to sign up one to two volunteers per 4 hour shift, weekdays and weekend days.

Below is a list of possible tasks that the volunteer may be asked to assist with (this list is an example; there may be other tasks as assigned):

- Help greet, answer general membership application and benefits questions, provide directions, assist in finding brochures, or offer some suggestions of ‘what to do today’
- Assist with membership information or sales
- Other tasks as assigned based on schedule of events and high traffic needs

Required Skills
- Must have a friendly manner and be comfortable talking to the public
- Team work attitude
- Ability to anticipate needs and have the flexibility to assist wherever is most needed
- Informed about Arboretum activities for the week/weekend (or ask/check the website before arrival)
- Good problem-solver
- May require some standing, walking and light lifting.
- Interest in the Arboretum by committing to a minimum of 8 hours per month.

Time Commitment and Schedule Details
Volunteers can sign up for 2 hour shifts (or multiple timeslots) on Wednesday, Thursday, Friday, Saturday & Sunday (See schedule of needs for specific times).
Training
There will be two training sessions offered. **April 28 from 10 a.m. - 1 p.m. and May 1 from 10 a.m. to 1 p.m.**

To sign up for the training please visit [www.SignUpGenius.com/go/30E0D4AAFAF29A1FE3-ARBORETUM](http://www.SignUpGenius.com/go/30E0D4AAFAF29A1FE3-ARBORETUM) or call 612-301-7727. *New users to sign-up genius will have to setup an easy and fast one-time account.* *This is a free, online tool for scheduling volunteers.*

**Additional Training Commitment:**
Each Membership Desk Assistant volunteer is required to commit to 12 hours of additional training.
3 sessions (2 hours per session) of observation at the Membership Desk.
3 sessions (2 hours per session) of hands-on training at the Membership Desk.

**Volunteer Commitment:**
Each volunteer would be asked to commit to 8 hours per month.

**Schedule of needs:**
11 a.m. - 3 p.m. - Thursday (All year)
11 a.m. - 3 p.m. - Friday, Saturday & Sunday (May - October)
9 a.m. - noon - The first Wednesday of every month (All year)

If you feel you need training in advance of your shift on specific responsibilities and tasks, a time can be arranged for additional learning and observation. Please notify Renae Stuewe (contact information below) if you would like additional training or have questions about any of the specific responsibilities or tasks.

**Benefits/Impact**
Help promote the Arboretum as a welcoming place for all by sharing your knowledge and enthusiasm for this wonderful place during this special new visitor/member promotion. Be a part of a team, and help the Arboretum fulfill its mission.

**How to Apply for this Opportunity**
If you are currently an Arboretum Volunteer and would like to sign up for this opportunity, please log in to sign-up genius to view the schedule and available positions.

**Staff Supervisor & Contact Information**
If you have questions about responsibilities and tasks or need additional training, please contact Renae Stuewe.

**Renae Stuewe**
Membership Associate

[612-301-7727](tel:+16123017727)

[rsstuewe@umn.edu](mailto:rsstuewe@umn.edu)