Volunteer Opportunity Description: Visitor Services Assistants – Weekends in January 2016

Description/Purpose
For the January Free Admission Promotion, we are seeking volunteers to serve as Visitor Services Assistance to work alongside staff on busy days during weekends. These volunteers will assist with: 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
The main objective of this volunteer opportunity will be to provide support in three key areas: The information desk, the membership desk, and as a general greeter/float (location determined by highest demand area on any given day/time).

We are looking to sign up 3 volunteers per shift, per weekend day. There will be three types of position available, although many of the duties may be overlapping/similar.

- Information Desk Assistant
- Membership Desk Assistant
- General Greeter

General Greeters are volunteers who can float and offer support where needed or assigned for example helping with way-finding in the Snyder Building if there is a special event that day, helping distribute info at the gatehouse, or selling snow shoe rentals if the receptionists and other volunteer(s) are busy answer questions, etc.

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

- Help greet, answer general questions, provide directions, assist in finding brochures, or offering some suggestions of ‘what to do today’
- Assist with snowshoe rentals at Info Desk
- Assist with membership information or sales
- Assist the gift store during busy times
- Photo copy and re-stock brochures in kiosks in Great Hall, Balcony and Snyder Bldg
- Assist at gatehouse
- 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 (carrying brochure boxes to refill racks, lifting snow shoes, etc).
**Time Commitment and Schedule Details**
Volunteers can sign up for 2-hour shifts between 9am and 3pm every weekend in January. Volunteers are welcome to sign up for back to back shifts if you would like to increase to a 4 or 6 hour shift. *For the full schedule and list of available positions, log in to Signup Genius here: [http://www.signupgenius.com/go/30e094fafa82caaf85-visitor](http://www.signupgenius.com/go/30e094fafa82caaf85-visitor)*

*New users to sign-up genius will have to set-up an easy and fast onetime account. This is a free, online tool for scheduling volunteers.*

**Training**
Training will occur on the job. If you feel you need training in advance of your shift on specific responsibilities and tasks, a time can be arranged to learn and observe. Please notify Judy Hohmann (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 share your knowledge and enthusiasm for this wonderful place. 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 Judy Hohmann. Either she will directly assist you, or she will refer your questions to the appropriate staff person.

**Judy Hohmann**
Marketing & Communications Manager
jhohmann@umn.edu
612 301 1260

If you have questions relating to scheduling or using Signup Genius, please contact:

**Kimberly Carrier**
612-301-1203
arbvol@umn.edu

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*To become an Arboretum Volunteer, you first need to attend a New Volunteer Orientation. To get started please visit our website at [http://www.arboretum.umn.edu/how_to_volunteer.aspx](http://www.arboretum.umn.edu/how_to_volunteer.aspx)*