

NORFOLK BOTANICAL GARDEN



Norfolk Botanical Garden Volunteer Services
Volunteer Position Description
Position Title: **Visitor Information Desk Volunteer**

Purpose: Visitor Information Desk Volunteers greet and assist guests who are first-time or returning visitors by informing them of daily educational and tour opportunities, including tram and boat times. They also answer general questions regarding upcoming classes and events.

Location: Norfolk Botanical Garden ~ 6700 Azalea Garden Road ~ Norfolk, VA ~ 23518

Essential Duties and Responsibilities:

- ❖ Deliver daily garden information, including events and classes
- ❖ Knowledgeable regarding Public Tram stops, boats tour length, and scheduled departure times
- ❖ General knowledge of the Garden Explorer Kiosk
- ❖ General Customer Service and be the first to acknowledge the guest if there are no staff members there
- ❖ If a question cannot be answered, ask a qualified staff member by radio or in person

Reports to: Tour Operations Coordinator and/or Guest Services Coordinator

Time Commitment: At volunteer's discretion

Qualifications

For this position, the candidate must:

- ❖ Demonstrate excellent customer service skills
- ❖ Possess a friendly, personable and courteous disposition
- ❖ Be comfortable initiating conversations and answering questions
- ❖ Be comfortable using the search function on a web browser
- ❖ Must pass a national and local criminal background check

Equipment Used/Provided: Maps, brochures and other handouts

Physical and Environmental Conditions:

- ❖ **Auditory:** Ability to participate in routine conversations in person
- ❖ **Visual:** Maintain a neat, orderly appearance on Visitor Information Desk
- ❖ **Environmental:** Some light indoor labor required for maintaining cleanliness of the Visitor Information Desk, including the use of common cleaning spray and rag
- ❖ **Physical:** Standing and/or sitting for intermittent periods during your shift