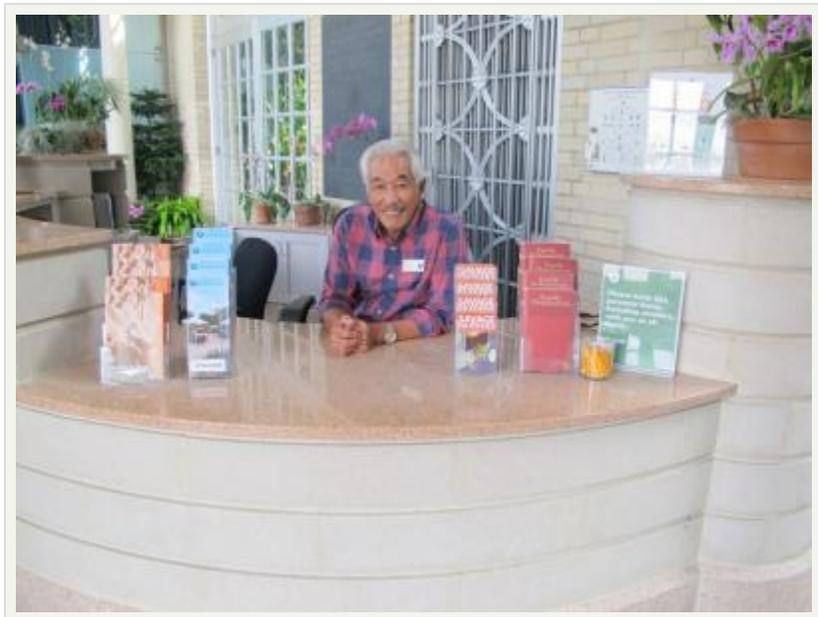




USBG Visitor Information Services Volunteer



Division Assignment: Public Programs

Reports to:

- Lani Howe, Visitor Services
- Maura Nelson, Volunteer Coordinator

Purpose: To greet visitors, answer questions and provide relevant information about the current USBG programs and/or exhibits.

Primary Responsibilities:

- Create a welcoming atmosphere for visitor interaction and questions
- Effectively and accurately communicate information to visitors about wayfinding and current programming
- Carry out daily visitor information services (VIS) tasks as assigned
- Maintain order and neatness of desk set-up

Qualifications:

- Interest in serving the general public and comfort with interacting with a variety of audiences
- Ability to be courteous, respectful and patient with visitors
- Good oral communication skills
- Cooperative nature, including the ability to accept instruction and correction
- Ability to adapt quickly to changing circumstances
- Diplomatic, grace under pressure
- Professional manner and appearance

Training Provided:

- Onsite training with Visitor Services and/or Volunteer Coordinator
- Access to Visitor Information Services Manual and other materials for reference
- Shadowing current volunteers

Time Commitment:

- We are currently seeking applicants for weekend shifts: Saturday (10 am-2 pm or 1-5 pm) and/or Sunday (10 am - 2 pm)

- 75-100 hours a year

Benefits:

- Opportunities to participate in continuing education at the Garden
- Participation in horticulture in-service training programs offered to volunteers in Washington D.C. area
- Participation in USBG public programs for free or at reduced rates on a space-available basis
- Participation in USBG-sponsored volunteer appreciation events
- USBG Volunteer newsletter

Complete and submit a [Volunteer Application](#) to apply for this position.

Source URL: <http://www.usbg.gov/usbg-visitor-information-services-volunteer>