



UNITED STATES BOTANIC GARDEN

USBG Visitor Information Services Volunteer

Division Assignment: Public Programs

Reports to:

- Maura Nelson, Volunteer Coordinator
- Public Programs staff point-of-contact

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 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 overview with Visitor Service Coordinator and/or Volunteer Coordinator
- Access to the Visitor Information Services Manual
- Shadowing fellow VIS volunteers

Time Commitment:

- 4-hour shifts preferred: 10 a.m.-2 p.m. or 1-5 p.m.
- Weekday and weekend shifts available, coordinated with USBG staff in advance
- 100 hours a year (USBG volunteer commitment)

Benefits:

- Invaluable museum and customer service experience
- 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