



Greater Des Moines Botanical Garden

Exploring, explaining and celebrating the world of plants

Volunteer Job Description – Admissions Desk and Garden Shop Attendant

To discuss this position or apply to be a volunteer at the Botanical Garden, please contact Susan Cory, Volunteer Coordinator, 515.323.6293, scory@dmbotanicalgarden.com

Position: Admissions Desk and Garden Shop Attendant

Time Commitment: One shift per week preferred. Bi-weekly or fill-in roles are possible. Volunteers do need to be regularly active to maintain system skills and familiarity with the Botanical Garden.

Description:

This position serves as the first point of contact with guests, volunteers and other visitors. Tasks include greeting guests and visitors, processing admissions, merchandise sales and memberships and providing information on Botanical Garden events and activities. All volunteers will be trained to handle both admissions and Garden Shop duties.

Shifts: Weekdays, 10 a.m. – 1:30 p.m. or 1:30 – 5 p.m. We ask that volunteers arrive a few minutes prior to each shift to check in with staff or out-going volunteers about that day's activities.

Activities:

Greeting guests and creating a welcoming environment for all who enter. Providing information about the Botanical Garden and events. Processing admissions, promoting and selling membership opportunities and Garden Shop merchandise. Additional Garden Shop tasks may include restocking, pricing, inventory, cleaning and maintenance of displays.

Requirements and Responsibilities:

Strong customer service skills are essential. As the first point of contact with guests, visitors and volunteers, this position is the "face" of the Botanical Garden. A volunteer in this role should enjoy interacting with the public and being a source of information about Botanical Garden plants, programs and events. A volunteer in this role should be comfortable selling memberships and Garden Shop merchandise. The ability to maintain a calm and courteous disposition while working with a variety of personalities and situations is important.

This position requires working with a computer system to process admissions, sales, returns, memberships and special events. Volunteers will receive training on the system but must already be comfortable with basic computer usage. Attendant will need to be comfortable handling cash and processing credit cards.

Volunteers will want to have or develop an understanding of the history of the Botanical Garden, basic facility and rental information and keep current on events and activities taking place. Information will be provided through training as well as in a guidebook kept at the front desk.

This role will monitor visitor information and displays in and around the admissions desk and watch for things that need attention or repair at the desk, in the Garden Shop or lobby.

Expectations:

As part of training volunteers meet with staff to review the role and guest services standards. Continued training primarily consists of shadowing, practicing check-out procedures and assisting until comfortable working with guests and processing transactions independently. There are two assistants per shift or one assistant plus staff as often as possible. Staff can be easily called on for support whenever needed.

Arrive with time to check in and be in place at the start of shift.

Track volunteer hours by signing in and out upon arrival and when leaving for the day.

Dress code: A Botanical Garden nametag will be provided and should be worn at all times. Business casual dress is expected. Clothing should be clean and tidy with no stains or tears.

Volunteers are asked to complete a background check application. It is appreciated when volunteers help with this expense by making a tax deductible donation.

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