



## **Volunteer Position Description – Tour Guide**

Tour Guides will lead guests on guided tours through the Garden, imparting a deeper understanding and appreciation of our plant collection and facility. Through information sharing and story telling our tour guides will bring the Greater Des Moines Botanical Garden and all its plants to life, thus fulfilling our mission of exploring, explaining and celebrating the world of plants.

We will be offering walk-in, guided tours, once daily on Saturdays and Sundays.

This position is under the direction of the Guest Experience department.

To discuss this position or apply to be a volunteer tour guide, please contact Dawn Parizek, Retail and Guest Experience Supervisor at 515-402-4276 or [dparizek@dmbotanicalgarden.com](mailto:dparizek@dmbotanicalgarden.com)

### **Time Commitment:**

The average shift is up to 2 hours in length on Saturday or Sunday. This includes arriving 15 minutes prior to a 60-minute guided tour followed by a 30 minute after tour “buffer” time to be available to answer guests’ questions. In the event that no guided tour takes place, tour guides will walk the Garden to engage guests and answer questions. Tour Guides should expect to be involved on a regular basis to retain skills and knowledge associated with the position and are asked to fill a minimum of two shifts per month, or one shift per month if also involved regularly with another volunteer role at the Botanical Garden.

### **Tour Guide Duties:**

1. Welcoming guests upon arrival.
2. Conducting garden tours lasting approximately 1 hour, to groups of varying sizes. Areas covered will vary based on weather and season.
3. Creating a fun and comfortable learning environment for guests of all ages.
4. Acting as an enthusiastic source of knowledge for all guests.
5. Keeping up to date on changes in plant collections by attending quarterly training sessions.
6. Acting as an ambassador for the Botanical Garden by sharing information with guests on membership, Garden Shop sales, educational programming, volunteer opportunities and special events.
7. Finding a replacement tour guide if you are unable to give an assigned tour.
8. Uphold the G.A.R.D.E.N. approach to service.

### **Tour Guide Requirements:**

To apply for this role applicants must:

1. Be age 18 or older.
2. Have a high school diploma or higher.
3. Complete the initial training program and all supplemental trainings thereafter in order to stay up to date on garden collections.
4. Have an interest in serving the public and demonstrate an ability to communicate and interact with different audiences.
5. Maintain a friendly, enthusiastic and welcoming attitude; be personable and outgoing.
6. Remain current on Botanical Garden events.
7. Have the ability to be on your feet for an extended period of time and move along various inclines and grades with ease.

8. Complete a background check.
9. Show flexibility, respect and responsibility in relation to other docents, guests and Botanical Garden Staff.
10. Be able to work independently.
11. Be able to accept supervision.

**Attire:**

A logoed polo will be provided to volunteers after the successful completion of training. Logoed cardigans are available for purchase as an additional option. Nice pants or shorts and comfortable shoes are appropriate.

A volunteer nametag will be provided and should be worn at all times.

(August 27, 2019)