



Volunteer Position Description – Garden Host & Community Outreach

The Garden Host offers guests the opportunity to interact on a more personal level within the garden spaces. Garden Hosts are trained to have a general knowledge about the organization and are provided information that keeps them current on events and plant activities. Sharing this information can have a positive impact on the organization (membership, class and event participation, social impact) and on the level of enjoyment and interest that a guest has during their visit. Engaging guests helps to advance the mission of the Botanical Garden by helping to meet strategic plan goals and our core values. Volunteers in this role often assist with outreach efforts at community activities as well.

This position is under the direction of the guest experience department.

To discuss this position or apply to be a volunteer at the GDMBG, please contact Susan Cory, Volunteer Coordinator, 515-323-6293, scory@dmbotanicalgarden.com

Time Commitment: Volunteers have the option to take a consistent shift or to self-schedule. Shifts average 2 ½ - 3 1/2 hours. Additional shifts will be added for special events, outreach and extended hours. Volunteers are expected 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 I also involved regularly with another volunteer role at the Botanical Garden.

Activities:

Volunteers will be stationed for the host role where appropriate for the activity (outdoor gardens, lobby, conservatory, etc.) and duties may include:

Welcoming guests and highlighting activities and/or points of interest for that particular day (possibilities could include plants of interest, live music, family activities, pop-up programs, etc.).

Talking about various class offerings. There are a variety of offerings for different ages, skill levels and interests. Knowing about the offerings allows the Garden Host to mention those that might resonate with the guest (a grandparent or parent may wish to bring a toddler to the Story Sprouts preschool program, an orchid enthusiast might like the beginner orchid class or advanced terrariums, an art lover may enjoy a class on botanical painting, etc.)

Talking about membership and its benefits. There are many benefits to membership (free admission, reciprocal admission, musical performances, class discounts, etc.) that can make it very enticing.

Having a basic knowledge of the garden spaces and any plants that are of special interest at any given time so information can be shared with guests. Information on current plants of interest will be provided.

Looking for visitors that haven't paid admission. This is easy for guests to do without thinking if they have been in the café or it is particularly busy in the lobby. Specific stickers are used to identify those who have paid admission.

Assist staff to put away supplies from extra activities if they that took place that day.

Requirements:

Attend the Garden Host training and extended trainings as scheduled.

A comfort with greeting and talking with the public, sharing information about activities and membership.

A friendly and welcoming attitude.

An interest in keeping current about Botanical Garden events and garden activity.

Ability to be on your feet for an extended period of time and move along various inclines and grades with ease.

Botanical Garden volunteers are required to complete a background check.

Attire:

A logoed polo will be provided to volunteers after the successful completion of training plus six shifts. 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 2019)