



Volunteer Position Description – Tour Guide

Tour Guides 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, supporting our mission of exploring, explaining and celebrating the world of plants.

Walk-in guided tours will be offered at 11 a.m. and noon on Saturdays and Sundays. We will also offer pre-registered guided tours during the week upon request.

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

To discuss this position or apply to be a volunteer please email volunteer@dmbotanicalgarden.com or call 515-323-6293.

Time Commitment:

Weekend tours: Free to guests. Approximately 2 hours which involves two approximately 30-minute tours.

- 10:45 am: volunteer arrives
- 11-11:30 am: first tour
- 11:30 am-noon: answer additional questions
- Noon-12:30 pm: second tour
- 12:30-1 pm: answer additional questions

In the event that no weekend tour takes place on a Saturday or Sunday, tour guides will act as a Garden Host interacting with guests and answering questions.

Pre-registered tours (upon request): These tours have an associated fee and are scheduled at least 2 weeks in advance. Guide time on-site is approximately 1.5 hours. This includes arriving 15 minutes prior to an estimated 1.25 hour tour. Tours are offered Tuesday through Sunday between 10 a.m. to 3:30 p.m.

Tour Guides 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 if also involved regularly with another volunteer role at the Botanical Garden. Tour Guides are expected to attend quarterly training sessions.

Tour Guide Duties:

1. Welcoming guests upon arrival.
2. Conduct a short or more extended tour to groups of varying sizes. Tour route will vary based on weather and time of year.
3. Create an interesting and comfortable learning environment for guests of all ages.
4. Be an enthusiastic source of knowledge for all guests.
5. Keep up to date on changes in plant collections by attending quarterly training sessions.
6. Act as an ambassador for the Botanical Garden by sharing information with guests on membership, Garden Shop, educational programming, volunteer opportunities and special events as appropriate.
7. Find 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. (Greet, Anticipate, Recruit, Deepen Engagement, Exceed Expectations, Never forget to invite guests back)

Tour Guide Requirements:

To apply for this role applicants must:

1. Be age 17 or older.
2. Have an interest in serving the public and demonstrate an ability to communicate and interact with different audiences.
3. Complete a volunteer application and background check.
4. Complete the initial training program and take part in supplemental trainings to stay up to date on garden collections and remain current on Botanical Garden events and programming. Participate in a practice (mock) tour.
5. Maintain a friendly, enthusiastic and welcoming attitude. Enjoy interacting with people.
6. Have the ability to be on your feet for an extended period of time and move along various inclines and grades with ease.
7. Show flexibility, respect and responsibility in relation to other docents, guests and Botanical Garden staff.
8. Be able to work independently.
9. Be able to accept supervision and feedback.

Attire:

A logoed shirt will be provided to volunteers after the successful completion of training. Other optional logoed apparel is available for purchase sporadically. Nice pants or shorts and comfortable shoes are appropriate.

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

(August 31, 2021)