



Arboretum

UNIVERSITY OF WISCONSIN-MADISON

**Visitor Center Volunteer Position
Bookstore**

Title: Bookstore Volunteer

Supervisor: Visitor Center Manager

Role: To provide friendly, knowledgeable assistance to bookstore customers. Bookstore volunteers support the mission of the Arboretum by assisting visitors in locating and selecting the materials that best relate to their needs. Bookstore volunteers further enhance the public's experience at the Arboretum by providing a variety of information, services, and resources on Arboretum programs, walking trails, and publications.

Responsibilities:

1. Welcome visitors and offer information and assistance by:
 - directing visitors to books and merchandise of interest
 - using the computer to search for bookstore and Arboretum information and check the availability of inventory
 - providing maps and brochures about the Arboretum
 - suggesting areas for walks, depending on the season
 - offering resources to address questions or needs
2. Answer the telephone, responding to callers' questions and requests.
3. Be aware of staff members' expertise and know how to access staff people.
4. Operate cash register and credit card machines.
5. Open and/or close the cash register at the beginning or end of day.
6. Assist supervisor with inventory control; add new inventory to the shelves and work on display ideas.
7. Participate in and complete additional training events as they are scheduled.
8. Read the written information at the welcome desk and online. Be aware of programs, events, tours, classes, and Friends of the Arboretum activities. Create book and merchandise displays that connect with events and programs.

Qualifications: Be friendly and welcoming, want to assist Arboretum visitors, demonstrate good communication skills, and be interested in learning about the Arboretum. Previous retail experience helpful but not required.

Training: Training will be provided by Arboretum staff and experienced volunteers. After the initial training there will be opportunities for continuing education and training throughout the duration of the volunteer's involvement with the Arboretum. Topics will include Arboretum history and mission, equipment use, resources available to answer visitor questions, customer service skills, new book and merchandise releases, information related to Arboretum exhibits and programs, and other related areas.

Commitment: After successfully completing the initial training, volunteers can sign up for any shift available and are asked to make an initial six-month commitment to the position. Shifts run 9:30 a.m. to 12:30 p.m. or 12:30 to 4 p.m. weekdays; weekend shifts are 12:30 to 4 p.m. Additional volunteer opportunities may be provided outside these time frames for special events. Volunteers are asked to commit to two shifts each month.

Benefits: Meet people from across our community and around the world. Make a difference by supporting the work of the Arboretum. Connect visitors to the mission of the Arboretum through curated books and merchandise. Flexible work schedule and responsibilities. Assist Arboretum visitors by making their visit more enjoyable. Learn more about a world-renowned resource right in your backyard!

You'll also receive:

- An invitation to the Annual Volunteer Recognition Reception
- Recognition in the Arboretum newsletter's volunteer recognition issue
- Connection and learning from professionals in the fields of restoration, ecology, environmental education, and more.
- A bi-monthly volunteer newsletter
- Free parking

The University of Wisconsin–Madison is committed to providing equal opportunity and equal access in compliance with all applicable federal and state laws and regulations and University of Wisconsin System and university non-discrimination policies and procedures.

Contact Judy Kingsbury at judith.kingsbury@wisc.edu or 608-262-5604 for more information and to request accommodations.