



## Arboretum

UNIVERSITY OF WISCONSIN-MADISON

### **Visitor Center Volunteer Position Welcome & Information Desk**

Title: Welcome & Information Desk Volunteer

Supervisor: Visitor Center Manager

Role: To provide a welcoming, informed public contact for visitors to the Arboretum Visitor Center including education about the Arboretum, and assist in the administration of the Arboretum. Welcome desk volunteers can enhance the public's experience at the Arboretum by providing a variety of information, services, and resources.

Responsibilities:

1. Welcome visitors and offer information and assistance when requested by:
  - 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 caller's requests and questions. Incoming staff calls will be forwarded to the staff member's phone and, if they are unavailable, to voicemail.
3. Stay current on staff availability so callers and visitors can be provided prompt, reliable assistance. Staff are responsible for keeping the welcome desk volunteers informed.
4. Read the written information at the desk and online. Be aware of programs, events, tours, classes, and Friends of the Arboretum activities. Know where to refer calls and questions.
5. Participate in additional training events.
6. Become familiar with visitor center exhibits and be able to direct visitors appropriately.
7. Be willing to work on related administrative tasks from other Arboretum units as appropriate and able.

Qualifications: Welcome desk volunteers must be friendly and welcoming, have a desire to assist Arboretum visitors, demonstrate good communication skills, and have an interest in learning about the Arboretum.

Training and Preparation: The supervisor, experienced volunteers, and other Arboretum staff will provide training. There will be continuing training and follow-up as needed throughout the volunteer's involvement with the Arboretum. Training will include Arboretum history and general information, customer service skills, equipment use, resources available to answer visitor questions, information related to the Arboretum exhibits, bookstore and library, 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 the community and around the world. Make a difference at the Arboretum. 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, horticulture, 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.

Please contact Judy Kingsbury at [judith.kingsbury@wisc.edu](mailto:judith.kingsbury@wisc.edu) or 608-262-5604 for more information.