

VOLUNTEER JOB TITLE: Chihuly Guest Guide



STAFF LIASON: Grace Fullmer, Volunteer Services (gfullmer@dbg.org)

PLACE OF WORK: Desert Botanical Garden

JOB DESCRIPTION:

Volunteers enhance the Garden/Chihuly Exhibit experience by providing visitors with a friendly face, trail guidance, map orientation, and special interest areas. Chihuly Guest Guide Volunteers will specifically support the guest experience at the indoor Chihuly Gallery by directing guests to the gallery, informing them on the required safety protocols, line management, and communication with fellow Guest Guides; Docents; and Garden frontline staff to ensure the best possible experience for guests.

QUALIFICATIONS:

- Must be able to pass a background check
- Required to show proof of full COVID vaccination
- Active Desert Botanical Garden volunteer status as outlined in the Volunteer Handbook
- Able to work outdoors, tolerate weather conditions, & stand for extended periods of time (3-4 hours shifts, stools can be provided for sitting on)
- Excellent customer service skills
- Enthusiastic and knowledgeable about the Garden
- Good communicator and team player

TRAINING REQUIREMENTS

- Service Excellence Class – 2 hours
- One shift shadowing existing Chihuly Guest Guide

Continued....

TIME COMMITMENT:

- We are looking for individuals that are able to commit to a consistent volunteer schedule (1/week or 1/every 2 weeks), however, we understand people have other commitments and we can be flexible.

DUTIES/RESPONSIBILITIES:

- Wear DBG Logo Shirt, Neutral Pants and Volunteer Badge
- Provide trail guidance and map orientation to guests
- Encourage guests to visit the indoor Chihuly Exhibit
- Work with Seasonal Path Guide staff to inform guests of the safety, COVID protocol inside the gallery, and line management
- Communicate with fellow Guest Guides, Docents; and Garden frontline staff
- Provide medical release to your staff liaison to return to volunteering if absent for health/medical condition
- Notify staff liaison and Volunteer Staff if no longer going to volunteer as a Guest Guide , or if out for extended period of time.
- Record hours

LOGISTICS

- Self-schedule in Volgistics under the assignment: "Guest Guide Chihuly"
- Standard shifts are **9 a.m. to 12 p.m.** OR **12 p.m. to 3 p.m.**, seven days a week
 - 2-3 Chihuly Guest Guides needed per shift
- Additional shifts are added to Volgistics on an as needed basis to help with events, high attendance days, etc.

GUEST GUIDE ZONES

- There are three separate locations per shift
- **Location 1:** Dorrance Hall Entrance
- **Location 2:** Dorrance Hall/ Boppart Courtyard
- **Location 3:** The "Y", Library

SIGNING IN FOR YOUR SHIFT

- Sign-in/out is in Interpreter HQ (aka the Docent room)
 - Sign in on clipboard on the right hand side of the room as you walk in
 - Write your initials & zone next to your name
 - Pick up Guest Guide materials (apron, clicker, printed materials, radio)

SIGNING OUT FOR YOUR SHIFT

- Record total number of guest interactions on clipboard next to your name
- Return Guest Guide materials
- Communicate with Docents and fellow Guest Guides that you are leaving for the day