

## **VOLUNTEER JOB TITLE: Instructor Aide**

### **IF INTERESTED:**

Contact Volunteer Services- Grace Fullmer at [gfullmer@dbg.org](mailto:gfullmer@dbg.org)

### **PLACE OF WORK:**

Offsite locations

### **JOB DESCRIPTION:**

An Instructor's Aide (IA) acts as a helper and liaison between instructors, guests (i.e., students, program participants) and the Desert Botanical Garden. The purpose of this support is to help ensure that the class is a positive experience for both guests and instructors so they are motivated to come back to the Garden for future programs.

### **GOALS:**

- 1) Act as an ambassador for the Garden, protecting and promoting the Garden's educational programs and its interests.
- 2) Assist instructors by helping with guest interactions, administrative tasks, and environmental/facility concerns or needs.
- 3) Act as a gracious representative of the Garden and deliver excellence in customer service to ensure guest and instructor satisfaction.

### **QUALIFICATIONS:**

- Must be willing to complete and pass a background check
- Must show valid proof of vaccination, or request a medical/religious exemption
- Active DBG volunteer status as outlined in the Volunteer Handbook, or looking to be active
- Ability to represent the Garden in a professional and courteous manner
- Reliable, responsible with good communication skills
- Approachable with service-oriented attitude
- Maricopa County Food Handlers License if required
- Able to work independently without direct staff supervision or support
- Able to work evenings and weekends

### **TRAINING REQUIREMENTS:**

- Instructor Aide's Training – up to 2 hours of training per year

### **TIME COMMITMENT:**

- Variable, depending on length of the event/program
- Serve as an Instructor Aide for at least Four (4) classes per year.
- Attend at least one (1) of the available kickoff training events per year

### **DUTIES/RESPONSIBILITIES:**

- Attending/completing required training organized by the Adult Education Team
- Arriving on time (45 minutes prior to program start time) for IA commitments or calling in advance to cancel an IA commitment if unforeseen circumstances arise
- Collecting DBG program materials provided by the Education Department and distributing handouts and materials as required
- Checking in guests at the location as they arrive, collecting confirmation of their registration (including registration confirmation number, etc.)
- Providing assistance as needed.
- Returning completed rosters, and other materials to Adult Education Team at the end of each program
- Looking out for the safety and well-being of the guests.
- Attending at least one I/A Update meeting per year.
- Provide medical release to your staff liaison to return to volunteering if absent for health/medical condition
- Notify your staff liaison and Volunteer Staff if no longer going to volunteer as an IA, or if out for extended period of time.
- Record hours

#### **BEST PRACTICES/RECOMMENDATIONS:**

- Be professional, prepared, reliable, and well-informed: reading course descriptions in the calendar and ask questions to the staff as needed
- Arrive at least 45 minutes prior to the start-time of the class and in appropriate attire, including volunteer badge
- Carry a flashlight for evening classes
- Bring a small supply of calendars, pen/pencils, maps, and other materials that can help with the facilitation of the program
- Ensure the classroom is ready and comfortable for guests and instructors by checking room access, temperature, lighting, cleanliness, layout, and equipment
- Welcome instructors, introduce self, and explain the IA's role. Ask what help is needed (e.g., acting as timer, assisting with an activity, guiding guests through the trails) and helping throughout the program as necessary
- Help instructor unload and load materials as needed
- Position self in or outside the classroom, facility, or path to direct people to the correct location
- Creatively promote the Garden to guests by sharing information about membership, upcoming classes, related classes, events, and volunteer opportunities
- Remember IAs are there to serve and not to be a class participant/guest
- Thank guests and instructors for coming and invite them to come again soon.