

## **VOLUNTEER JOB TITLE: Special Event Volunteer**

**STAFF LIASON:** Grace Fullmer, Volunteer Services ([gfullmer@dbg.org](mailto:gfullmer@dbg.org))

**PLACE OF WORK:** Desert Botanical Garden

### **JOB DESCRIPTION:**

Special Event Volunteers direct guests to event activities, answer questions about the event and assist visitors at special activity areas. Volunteers will exhibit exceptional Guest Services skills, provide guests a warm welcome and fond farewell, anticipate implied and expressed guest needs, and offer additional assistance. Other duties may include ushering, ticket taking, distributing programs and other activities to help ensure that participants have a positive experience and enjoy each special event in the Garden.

### **QUALIFICATIONS:**

- Active Desert Botanical Garden volunteer status as outlined in the Volunteer Handbook
- Be able to represent the Garden in a professional and courteous manner, exhibiting exceptional guest services skills
- Demonstrate flexibility with event assignments and time commitment
- Be able to stand and/or walk 3 – 5 hours
- Be able to work outdoors and tolerate weather conditions

### **TRAINING REQUIREMENTS:**

- Service Excellence Training – 2 hours

### **TIME COMMITMENT:**

- Must record a minimum of 6 hours in the Guest Guide &/or Special Event assignment to stay current

### **DUTIES/RESPONSIBILITIES:**

- Direct guests to event activities
- Answer guests' questions about the event and Garden
- Perform other assignments as needed, such as ushering, ticket taking, distributing programs, helping with event activities, and other tasks as requested by Event Manager and/or Event Captain
- Adherence to event's dress code
- Flexible attitude during event and provide exemplary Guest Service skills
- 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 Special Events volunteer, or if out for extended period of time.
- Record hours

## **AVAILABLE SPECIAL EVENTS**

*Available only to volunteers who have taken Service Excellence training (aka Guest Guides & Special Event vols)*

- Music in the Garden / Sunday Concerts in the Garden
- Art exhibit opening events
- Corks & Cactus
- Agave on the Rocks
- Dinner on the Desert
- Other ticketed events that occur throughout the year

## **AVAILABLE FESTIVALS**

*Available to ALL volunteers*

- Strange Garden
- Dogs' Day in the Garden
- Luminaria
- Other general admission events that occur throughout the year