

Guest Services Ambassador Volunteer Position Description



Goal of the Position: Providing a satisfying experience for all guests to *inspire* them to return to the Garden; *engage* guests to potentially become members, volunteers and/or donors and leave *refreshed* after each visit.

Location: Separate desk located in the lobby of the Gail & Emil Fischer Visitor Center

Responsibilities:

- Welcome and be of general assistance to our visitors, both wedding guests and general Garden visitors
- Offer and explain garden maps, schedule of events and classes
- Promote membership for GBBG; highlighting Reciprocal Garden advantage
- Direct wedding guests to wedding sites, noting the distance and time involved to getting to their destination to ensure on time arrival
- Assist with use of motorized scooters, seed packs, and other Garden resources.
- Assist front desk as needed
- Assist with several Green Bay area questions—restaurants, directions, etc.

Qualifications:

- Passionate about the Garden and its mission
- Positive attitude and good communication skills
- Ability to provide excellent customer service
- Dependability
- Quality and detail oriented
- Able to follow instructions after training with minimal supervision
- Desire to create a positive visitor's experience

Dress:

- Business casual , no jeans
- Volunteer nametag is provided

Orientation/Training:

- General orientation to Green Bay Botanical Garden and an initial overview with the Volunteer Manager
- Initial basic training with Guest Service's staff followed by periodic training
- Attend members' only (or other tour) to better understand the Garden layout and features
- Become familiar with GBBG History book, event schedule and all other GBBG materials
- Thorough understanding of our Membership levels and benefits
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Time Commitment:

- Flexible shifts during peak times

Staff Contact:

- Guest Services Supervisor or Anne Basten abasten@gbbg.org

Volunteer Appreciation at Green Bay Botanical Garden

GBBG values its volunteers and makes every effort to provide timely volunteer recognition. All staff and volunteers responsible for volunteer supervision are encouraged to undertake on-going, informal methods of recognition of volunteer service. These methods range from “thank you’s” to a concerted effort to include volunteers as participants in program decision-making and implementation.

In addition, volunteers who contribute **25 or more hours** between January and December (previous calendar year) qualifies them for a “Volunteer Appreciation Card” handed out at the Volunteer season Kick Off event in Spring.

Our GBBG Appreciation Program consists of:

- ✓ **25 Volunteer Hours over 3 months:**
 - Permanent GBBG nametag to be worn while volunteering
 - Free annual gift given at our Volunteer Appreciation event (must be present)
 - Annual recognition in an issue of the GBBG newsletter
- ✓ **50 Volunteer Hours:** all the above plus:
 - a 15% discount at our WPS Trellis Gift Shop (this is an additional 5% discount from the 10% membership discount given – must present card at time of purchase)
- ✓ **75 volunteer Hours:** all of the above plus:
 - 2 general admission complimentary GBBG passes (not including Special Events)
- ✓ **100+ Volunteer Hours:** all of the above plus:
 - Free admission to 2 GBBG lectures/classes during a calendar year (no carry over) with a maximum member fee of \$9. Volunteers must pre-register by the class deadline and present this card at class check-in. Number of volunteer registrants is limited so register early!

Finally, and most importantly, many GBBG volunteers explain that their greatest reward comes from helping others. The personal and professional growth, the challenges and the friendships from volunteer experiences are life-long rewards. The opportunity to be of service to others is important to all volunteers.

If you are volunteering for the Garden as part of a group, for example, with your service club, church group, retirement organization or the like, the hours you contribute in that endeavor will accrue to the group and not to each individual member of the group.

If you have questions about your benefits or hours, please contact:

Anne Basten, Membership & Volunteer Manager

Green Bay Botanical Garden, 2600 Larsen Road, Green Bay, WI 54303

920-491-3691 X105, abasten@gbbg.org www.gbbg.org