

TRAIL ROVER

Reports to: Volunteer Coordinator

Program Description

Hoyt Arboretum is Portland's museum of living trees. People from across the Portland metro area – and from around the world – enjoy exploring the arboretum's 6,000 trees along 12 miles of walking trails. Trail Rovers are Hoyt Arboretum's ambassadors on the trail; they share their knowledge of Hoyt Arboretum's trails, trees and special points of interest and help maintain Hoyt Arboretum as a world-class destination by informing arboretum staff of any maintenance or other issues encountered while roving.

Responsibilities

- Walk the arboretum's trails and make contact with visitors to answer questions, give directions and provide general interpretation
- Inform Visitor Center regarding any special points of interest (E.g., trees in bloom) to share with arboretum guests
- Inform staff of any problems, concerns, questions, etc. encountered while roving
- Complete a Trail Rover Report form at the end of each rove

Qualifications

- Willingness to share enthusiasm about Hoyt Arboretum with visitors
- Comfortable walking on trails
- General knowledge of Hoyt Arboretum's trail system and Washington Park
- Good verbal communication and customer service skills
- Ability to follow safety rules and procedures at all times
- All volunteers must pass a background check

Time Requirements

Trail Rovers should be available to volunteer for a **minimum of 4 hours per month**. While there are no set shifts, trail rovers are encouraged to volunteer during times when the Visitor Center is open (Monday-Friday 9am-3pm, Saturday-Sunday 11am-3pm). Trail Rovers are encouraged to be available for a **6-month commitment**.

Training

Trail Rovers are required to attend an introductory 2-hour training session. During the training, volunteers will:

- Learn about Hoyt Arboretum, Hoyt Arboretum Friends and its partnership with Portland Parks & Recreation
- Learn best practices for customer service, communication and safety
- Become familiar with Trail Rover resources including maps, brochures and additional onsite resources
- Walk the arboretum trails on a practice "rove"

Additional training opportunities are available to Trail Rovers on an ongoing basis.

Benefits

Hoyt Arboretum volunteers are eligible for a Washington Park volunteer parking pass and complimentary membership with Hoyt Arboretum Friends (HAF) once **15 volunteer hours** have been completed. Benefits include a 20% discount in the Visitor Center, discounts on classes, invitations to members-only events and an annual volunteer appreciation celebration.

To Apply: Please email volunteer@hoytarboretum.org or call (503) 823-1649 for more information.