

Visitor Center Representative

Reports to: Volunteer Coordinator

Program Description

Hoyt Arboretum is Portland's museum of living trees. People from across the Metro area – and from around the world – enjoy exploring the arboretum's 6,000 trees along 12 miles of walking trails. Hoyt Arboretum's Visitor Center is the first stop for most of these visitors, and Visitor Center Representatives are their first point of contact. Volunteers represent Hoyt Arboretum by providing information to the public and by promoting a positive guest experience for each visitor.

Responsibilities

- Provide exceptional customer service by greeting, assisting and engaging with visitors, providing recommendations for their visit to the arboretum, and assisting with customer purchases
- Share knowledge about the arboretum's trees, trails, resources (E.g., plant database, library, herbarium) and events (E.g., classes and tours)
- Operate the point-of-sale system (cash register and credit card terminal) and monitor inventory levels
- Promote Hoyt Arboretum Friends' membership (including reciprocal benefits) and volunteer opportunities
- Inform staff of any problems, questions or safety concerns encountered in the Visitor Center
- Track visitation counts; help with light tidying and occasional administrative tasks

Qualifications

- Willingness to share enthusiasm about Hoyt Arboretum and Hoyt Arboretum Friends with visitors
- General knowledge of trees and plants, Hoyt Arboretum's trail system, other Washington Park attractions, and the desire to learn more
- Good verbal communication skills; the ability to feel at ease with people from a variety of backgrounds
- Customer service and/or retail experience; comfortable with cash handling and computers (or willingness to learn)
- Comfortable working on your feet with some bending and occasional lifting
- All volunteers must pass a background check

Time Requirements

Visitor Center Representatives should be available to volunteer for a **minimum of 2 shifts per month**. Weekend shifts and substitutes are currently available. All shifts are daytime hours and typically last 3 to 4 hours. Visitor Center Representatives are encouraged to be available for a minimum **6-month commitment**.

Training

Volunteers are required to shadow an experienced Visitor Center Representative for at least two shifts. During shadowing, volunteers will:

- Learn about Hoyt Arboretum, Hoyt Arboretum Friends (HAF), and its partnership with Portland Parks & Recreation
- Learn to operate the point-of-sale system (cash register and credit card terminal)
- Learn best practices for customer service, communication and safety
- Become familiar with Visitor Center information resources and general operating procedures

Benefits

Hoyt Arboretum volunteers are eligible for an annual Washington Park volunteer parking pass and complimentary membership with HAF after **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.