



## Education Program Host

### Volunteer Position Description

#### **Organizational Profile:**

Vancouver Botanical Gardens Association, a registered charitable organization, delivers educational programs and Garden projects at VanDusen Botanical Garden, a 55-acre botanical garden and Bloedel Conservatory, a domed, lush tropical rainforest paradise in the heart of Vancouver. As Vancouver's 'green heart,' we help to protect the globe's biodiversity while acting as an oasis of calm in a busy city, providing a place for people to connect with nature and find peace in a world of plants and beauty.

#### **Purpose:**

Education Program Hosts ensure courses and education events run smoothly and successfully. They assist instructors and act as hosts, enhancing the visitor experience by creating a warm and welcoming environment.

#### **Responsibilities:**

- Assist instructors with registrations, class materials, set up and clean up, occasionally move tables and chairs
- Welcome and engage with participants before, during and after class to assess satisfaction, ensure they are comfortable and share more information about our programs
- Record and evaluate class, instructor, and anything of note for staff to review

#### **Skills, Attitudes, Knowledge Required:**

- Enthusiasm for life-long learning, nature and the environment
- Strong customer service experience; calm and efficient while addressing multiple requests
- Confident and reliable communicator, a people person
- Patient, positive, flexible, and regularly reflects upon personal performance
- Comfortable standing, walking, and moving furniture (folding tables and stacking chairs)
- Takes initiative and solve problems creatively
- Comfortable using computers and projectors, including basic troubleshooting

#### **Training and Orientation:**

- Orientation to VanDusen Garden and the roles volunteers play at the VBGA
- Role specific training, plus time to shadow experienced Program Hosts (shadow dates chosen at training)
  - Thursday, Sept 21, 2017 (Fall/Winter semester)
  - Thursday, Feb 15, 2018 (Spring/Summer semester)

**Time Commitment:**

- At least four courses per 6-month period (Sept-Feb/Mar-Aug). Courses run evenings, weekends and weekdays.
- A minimum of six month commitment

**Supervisory Relationships/liaison:** Candidate will be supervised by, and liaise with, the Adult Education Coordinator.

**Authority/Decision Making:** Must be comfortable making decisions and problem solving with minimal supervision.

**Volunteer Benefits:**

- Enhance the student's learning experience and create an experience that encourages further interest in the Garden
- Opportunity to work with educational professionals in a well-respected non-profit
- Contribute your time and talents in an impactful way for a worthwhile cause
- Reference letter

**To Apply:** Please email your resume and cover letter to Heidi Jakop at [hjakop@vandusen.org](mailto:hjakop@vandusen.org)