



Visitor Services

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:

Visitor Services volunteers act as hosts and ambassadors of the Gardens through welcoming visitors, promoting memberships and Garden activities, as well as answering questions related to the garden and tourism.

Responsibilities:

- Provide general Garden information including visitor amenities, upcoming courses, lectures, special events and special garden features.
- Answer, research or refer questions about plants and gardening
- Promote VanDusen membership
- Process education course reservations
- Take tour bookings and communicate with Guide Captain/Vice-Captain re. tour schedule and bookings for that day
- Answer general tourism related questions: i.e. bus schedules
- Attended quarterly team meetings

Skills, Attitudes, Knowledge Required:

- Previous experience working in a customer service role is desirable
- Highly detail oriented, customer service focused, and the ability to multi-task
- Excellent organizational and communication skills

Training and Orientation:

- Orientation to VanDusen Garden and the roles volunteers play at the VBGA
- Role specific training will be provided

Time Commitment: A minimum of 3 shifts per month, between 10am to 1pm or 1pm to 4pm. A 1 year commitment is requested.

Supervisory Relationships/liaison: Candidate will be supervised by, and liaise with, the Director, Volunteer Engagement and the Visitor Services Volunteer Lead.

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

Volunteer Benefits:

- Enhance administrative, organizational, customer service and communication skills
- Opportunity to work with a dedicated team in a well-respected charity
- 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