



Visitor Services Greeter Volunteer Job Description

Direct Supervisors: Director of Visitor Services or Manager on Duty

A visitor services volunteer will play a valuable role in improving the customer experience at the Castle in the Clouds, a 501c3 nonprofit organization. This person will have the opportunity to be involved in the everyday visitor experience. This position may be a combination of indoor and outdoor tasks and may require moderate physical activity.

Essential Duties and Responsibilities include but are not limited to:

- Help manage flow of guests and front of house operations in Carriage House (visitor center) Lobby
 - Greet and orient guests upon arrival to Carriage House and act as Visitor Services lead
 - Assist with on-site promotion and communication of our day-of operations or special events and programs
 - Provide excellent customer service
- Provide operational support and customer support at gift shop and front gate, as needed
- Help manage parking areas on busy days to facilitate easier navigation and enable better traffic flow
- Occasionally support visitor research efforts
 - Conduct surveys, visitor observation, and collect other types of visitor experience feedback
- Additional duties as assigned by Director of Visitor Services or managing supervisor

Qualifications:

- Good interpersonal and communication skills
- A positive attitude
- A desire to work with the public
- Ability to listen and take directions as instructed
- Knowledge of the Castle and its services, location of specific places on the grounds and the ability to instruct visitors directly (training will be provided).

Training: General overview of the day to day functions of the Castle and where each activity takes place. Every day, you will be provided with any special events and the details so you can inform guests who come to the Castle.

Requirements: Indicate dates you will commit to volunteering to help and fulfill your commitments to the best of your abilities. Volunteer Coordinator will let you know what dates are available.

Volunteer Benefits are awarded based on accrued hourly milestones.