



Visitor Services Volunteer Job Description

Direct Supervisor: Shannon M.

Volunteers are critical to the fulfillment of the Castle's non-profit mission!

Description: A visitor services field greeter volunteer will play a valuable role in improving the customer experience at Castle in the Clouds, a 501c3 nonprofit organization. This person will have the opportunity to be involved in the everyday visitor experience. This position is almost completely outdoors and may require moderate physical activity.

Qualifications:

Education/Experience

- Knowledge of the Castle and its services, the location of specific places on the grounds, and the ability to instruct visitors directly (training will be provided)

Skills/Abilities

- Good interpersonal and communication skills
- A positive attitude
- A desire to work with the public
- Ability to listen and take directions as instructed

Other

Essential Duties and Responsibilities include but are not limited to:

- Help manage the flow of guests out in the field
 - Greet and direct guests to the upper parking (if touring the Castle) or near the Cafe, if hiking
 - Assist with on-site promotion and communication of our daily activities and special events and programs
 - Provide excellent customer service
- Answer questions of all kinds as needed - about the Castle, dining, and especially about the trails/hiking options
- Help manage parking areas on busy days to facilitate easier navigation and enable better traffic flow (you should be told all places where it is okay and preferred for guests to park)
- Additional duties as assigned by the Deputy Director or managing supervisor

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. Hike as many trails at CITC LRCT property as possible so you are familiar with each and are able to best guide families, hikers, and tourists to the trail/hike that will suit them best.

Volunteer Benefits are awarded based on accrued hourly milestones.

To Apply:

Interested applications should submit an online volunteer application

<https://www.castleintheclouds.org/volunteer/>

For any further information, please email Grace at volunteers@castleintheclouds.org