



Visitor Services Volunteer Job Description

Direct Supervisor: Visitor Services Manager

Description: A visitor services field greeter 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 is often completely outdoors and may require moderate physical activity. The exact responsibilities may change from day to day, depending upon daily staffing, expected attendance, weather conditions and other variables.

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

Essential Duties and Responsibilities include but are not limited to:

- Help manage the flow of guests
- Greet and direct guests
- 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 the trails/hiking options. This may take place on the grounds or in the lobby of the Carriage House. It may also include answering the phone.
- Help manage parking areas on busy days to facilitate easier navigation and enable better traffic flow
- Additional duties as assigned by the Visitor Services Manager 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 the details of any special events so you can inform guests who come to the Castle.

Volunteer Benefits are awarded based on accrued hourly milestones.