



UNITED STATES BOTANIC GARDEN

USBG Discovery Cart Volunteer

Division Assignment: Public Programs

Reports to:

- Maura Nelson, Volunteer Coordinator
- Libby Rhoads, Education Specialist

Purpose: To support the USBG mission of demonstrating the aesthetic, cultural, economic, ecological and therapeutic importance of plants to the well-being of humankind by engaging visitors at themed Discovery Cart stations.

Primary Responsibilities:

- Create a welcoming atmosphere for visitor interaction and questions.
- Effectively and accurately communicate information to visitors about a specific Discovery Cart theme.
- Maintain order and neatness of Discovery Cart and materials.
- Record and report the number of visitor encounters.

Qualifications:

- Interest in serving the general public and comfort with interacting with a variety of audiences
- Ability to be courteous, respectful and patient with visitors
- Good oral communication skills
- Cooperative nature, including the ability to accept instruction and correction
- Ability to adapt quickly to changing circumstances
- Professional manner and appearance

Training Provided:

- Quarterly training sessions (2015 Training: February, May, July and October)
- Access to interpretive materials and discovery cart objects for practice and review
- Shadowing current Discovery Cart volunteers

Time Commitment:

- Attend 2015 quarterly training sessions
- 2 to 4-hour shifts preferred; scheduled based on volunteer's availability
- Weekday and weekend shifts available
- 100 hours or *at least* a one year

Benefits:

- Invaluable museum and customer service experience
- Opportunities to participate in continuing education at the Garden
- Participation in horticulture in-service training programs offered to volunteers in Washington D.C. area
- Participation in USBG public programs for free or at reduced rates on a space-available basis
- Participation in USBG-sponsored volunteer appreciation events