



UNITED STATES BOTANIC GARDEN

USBG Discovery Cart Volunteer

Division Assignment: Public Programs

Reports to:

- Grace Anderson, Education Specialist
- Alex Torres, Education Specialist
- Elizabeth Barton, Volunteer Coordinator
- Public Programs Staff

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:

- Seasonal training sessions (May, October, January/February)
- Access to interpretive materials and discovery cart objects for practice and review
- Shadowing current Discovery Cart volunteers

Time Commitment:

- At least two 2 ½ hour shifts per month
- Shifts available Monday- Sunday (every day including weekends)
- Times available between 10 AM and 5 PM (public open hours)

Benefits:

- Participation in USBG-sponsored volunteer appreciation events
- Opportunities to participate in continuing education at the Garden
- Invaluable museum and customer service experience
- Participation in horticulture in-service training programs offered to volunteers in Washington D.C. area