

**CITY OF BOCA RATON  
VOLUNTEER POSITION DESCRIPTION**

**POSITION TITLE:** Welcome Desk/Guest Greeter

**GENERAL DESCRIPTION OF WORK:** Greets all visitors entering Gumbo Limbo Nature Center and collects general demographics, as well as provides information in facility, programs, membership, etc. Volunteer is required to answer phones and redirects calls as applicable, restock brochures, newsletters, rack cards, etc.

**DUTIES:**

- Greets and collects demographic data on all visitors.
- Maintains daily count of number of visitors.
- Answers questions about the Center's resources, programs, etc.
- Distributes printed information as applicable (maps, literature, membership forms, etc.).
- Encourages visitors to become a member of Friends of Gumbo Limbo.
- Keeps the Welcome Desk neat and organized; do not leave unattended.
- Answers telephones and redirects calls.
- Replenishes literatures, brochures, newsletters, etc.
- May perform related tasks.

**KNOWLEDGE, SKILLS AND ABILITIES:**

- Ability to multi-task, and solve problems within the scope of responsibilities.
- Excellent interpersonal, organizational and listening skills.
- Excellent customer service skills.

**EDUCATION, EXPERIENCE AND TRAINING:**

- 16 years and older.
- Attends training classes whenever appropriate.
- Continues to increase his/her knowledge of Gumbo Limbo.

**PHYSICAL DEMANDS:** Must be able to stand for extended periods of time.

**TIME FRAME:** One 4-hour shift per week for a minimum of 4 months OR one 4-hour shift bi-weekly for a minimum of 6 month. The Sunday shift is 4.5 hours. Available shifts: Mon. through Sat. 8:45a.m. to 12:45 p.m. and 12:15 p.m. to 4:15 p.m. The Sunday shift is from 11:45 a.m. to 4:15 p.m.

**BENEFITS TO THE DEPARTMENT:** Assists in providing a welcoming and informative introduction to Gumbo Limbo.

**BENEFITS TO THE VOLUNTEER:** The opportunity to learn more about Gumbo Limbo, learn new skills and make new friends.

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Recreation Services	Gumbo Limbo	Program Interpreter	
Department	Division	Supervisor	Telephone

12/24/13