



ALBUQUERQUE AQUARIUM & RIO GRANDE BOTANIC GARDEN

GREETING TEAM

BIOPARK EDUCATION VOLUNTEER

JOB DESCRIPTION 2009

PURPOSE

Greeting Team members act as hosts/hostesses for Aquarium and Botanic Garden visitors, greeting school children and the general public. Greeters explain what visitors can expect to see, help them plan their visit, explain BioPark etiquette, answer operational questions, and provide customer service in a friendly manner.

REQUIREMENTS

Anyone over 18 years old is eligible to become a Greeting Team member. Skills needed to become a successful Greeter include: an ability to talk informally to children and adults, both in groups and one-on-one, and to effectively communicate rules in a non-threatening manner; enthusiasm for the Aquarium/Garden; and dependability. Greeting school groups and visitors requires a considerable amount of walking and/or standing. Greeting in the Aquarium lobby involves more sitting. The required knowledge is taught. As a safety precaution, all applicants are required to submit to a City of Albuquerque background check before they can begin volunteering and an annual security check thereafter.

DUTIES

The Greeting Team works in the central plaza and the Aquarium lobby. Greeters supplement the BioPark staff (cashiers and security), and provide added value to the visitor experience. General duties at each area include the following:

- Central Plaza: Greeters welcome general visitors, explain the ticket system, and informing them of any special points of interest or events on that particular day. When school groups arrive, Greeters help facilitate their entrance by assisting teachers with questions, providing a brief orientation which explains Aquarium/Garden policies and the concept of the facility as a classroom.
- Aquarium Lobby: Greeters work inside the aquarium at the information counter answering general questions.

MINIMUM TIME

Volunteers create their own schedule. Volunteers may work anytime the BioPark is open, 9:00am-5:00pm, seven days a week, year round. Our busiest season and times are March-May, 9:00am-2:00pm. A regular weekly schedule is encouraged, but not required. Scheduling is the responsibility of the Greeting Team member. Shifts are from 8:45am-11:30am or 11:15am-2:00pm. If a substitute is needed, it is the Greeting Team member's responsibility to call and find the substitute.

A minimum of 60 hours a year is required to receive recognition as a BioPark Education Volunteer. At least 30 hours of these must be spent directly working as a Greeter; the remaining 30 hours may also be spent directly working as a Greeter or doing support work such as research, writing, attending monthly meetings, continuing education classes and Brown Bags, assisting with general BioPark projects, etc. Volunteers are responsible for tracking their own hours on an honor system. If a Greeter is active in another BioPark Education Volunteer program, the minimum number of required hours does not increase. The total of 60 hours may be divided between both or all jobs.

TRAINING

Training to become an AQ/BG Greeter begins with a one-day training class that provides an introduction to the BioPark and greeting at the Aquarium and Garden. Greeter trainees continue to learn by working alongside experienced greeters for at least one session (usually on a weekday). Training dates in 2009 are: Thursday, June 18 and Tuesday, September 22.

UNIFORM

Greeters wear a green uniform vest, which is borrowed from the AQ/BG Education Building. Volunteers must also wear their BioPark ID and nametag. Volunteers are responsible for acquiring solid-colored clothing (blouse/shirt and pants/skirt/shorts) in uniform colors to wear with the vest. Uniform colors are black, brown, beige or white. (Blue jeans are not considered appropriate). Comfortable shoes with a good tread are recommended.

BENEFITS

Volunteers have the opportunity to do meaningful and gratifying education work with thousands of visitors to the BioPark, an important intangible benefit. Tangible benefits are also available. Upon completion of the training and a commitment to give the minimum number of hours, volunteers will be given an identification badge, which allows free regular admission to all BioPark facilities (Zoo, Aquarium, and Botanic Garden). While on duty, volunteers receive a discount at the food and gift concession stands. After the end of each calendar year, volunteers are awarded recognition items for their service. Volunteers are offered discounts to all fee-based BioPark Education programs and are invited to special volunteer-only events.

SUPPORT

Resources exist throughout the BioPark to help volunteers fulfill their duties. Education staff can provide assistance, and small Education Libraries are available. Monthly education meetings are generally held on the first Thursday and first Saturday of each month, and all volunteers are encouraged to attend. The Aquarium/Botanic Garden meetings are at 11:00am in the AQ/BG Education Building. Current BioPark happenings and facility-specific information are discussed. Volunteers are also invited to attend monthly Brown Bag Seminars following the meetings. Mid-month, a written update is mailed to all BioPark volunteers. Information on current happenings is also available in the Volunteer Communication Room at the AQ/BG Education Building.

COSTS

BioPark Education Volunteers are responsible for acquiring their own uniform clothing.

STRUCTURE

Greeters report to the Aquarium Education Coordinator, Dave Karrmann (848-7172). Dave reports to the Acting BioPark Education Curator, Allyson Zahm. The AQ/BG Education Clerk, Lee Ann Rivera is also available to provide assistance.

HOW TO JOIN

Fill out the attached volunteer information and contract/release forms, and bring to training. Once these forms are received, you will be asked to complete a separate background check form.

CONTACT

For more information, contact BioPark Education: (505) 764-6214, LPowdrell@cabq.gov, www.cabq.gov/biopark

The BioPark is a division of the City of Albuquerque's Cultural Services Department. For general inquiries, please call 311 (Relay NM, TTY 1-800-659-8331, or 711).

