



## VOLUNTEER JOB DESCRIPTION

### WINGS OF FANCY INFORMATION SPECIALIST

- LOCATION:** Brookside Gardens South Conservatory, 1500 Glenallan Avenue  
Wheaton, MD 20902-1369
- NEED:** Ticket takers are needed to work 3 1/4-hour shifts between 9:45 a.m. and 4:15 p.m., weekdays and weekends from May until late September. Shifts are 9:45 a.m. - 1:00 p.m. and 1:00 p.m. - 4:15 p.m.
- JOB DESCRIPTION:** Information specialists are located outside at the entrance to the exhibit. They greet visitors and groups, collect tickets or passes, and inform visitors of the rules and procedures related to butterfly protection and containment.

### **DUTIES AND RESPONSIBILITIES:**

- \* Collect, date and organize tickets; record group arrivals
- \* Communicate effectively with visitors, staff, and other volunteers using radio and verbal communication
- \* Monitor entrance doors and ensure that visitors are checked for butterflies before allowing exit
- \* Monitor strollers parked near ticket tent
- \* Remain at station throughout shift

### **QUALIFICATIONS AND REQUIREMENTS:**

- \* Ability to follow procedures
- \* Courteous, positive, patient, outgoing
- \* Dedicated and dependable
- \* Ability to tolerate heat and humidity
- \* Ability to work a minimum of 10 shifts during the season
- \* Minimum age of 14 years
- \* Family Volunteering Opportunity: Volunteers age 11-13 must volunteer with an adult who is a registered Brookside Gardens volunteer. An interview is required.

- TRAINING:** All docents, new and returning, must complete the eLearning Web Training Course prior to mandatory training sessions. Training sessions will reinforce duties and procedures that must be followed while on the job. All training must be completed before first shift.

- COMMENTS:** Volunteers share their interest and enthusiasm for butterflies with visitors to Brookside Gardens. For more information, call 301-962-1429, or email [MCP-GardenVolunteer@montgomeryparks.org](mailto:MCP-GardenVolunteer@montgomeryparks.org).

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