

SAN DIEGO BOTANIC GARDEN

Volunteer Position Descriptions

Visitor Services

Welcome Ambassador

Welcome Ambassadors greet visitors as they enter and exit the Garden. They answer general questions and give directions, point out our digital map, distribute any educational materials (i.e., scavenger hunt), and advise on places to visit. They promote Garden membership and programming, and ensure visitors have the information they need to have an enjoyable experience. Welcome Ambassadors work closely with the Visitor Services team at Admissions.

Skills & Abilities:

- Enjoy offering professional customer service to our visitors
- Have general knowledge about the Garden and are comfortable giving directions
- Have general knowledge of Garden membership and programming
- Ability to work in a fast-paced environment
- Ability to direct crowds, as needed

Conservatory Ambassador

Conservatory Ambassadors greet visitors as they enter the Conservatory and engage visitors with information about the plant collection and conservatory building. Conservatory Ambassadors also answer general questions about the Garden and programming.

Skills & Abilities:

- Enjoy offering professional customer service to our guests
- Have knowledge about the Conservatory Plant Collection and building
- Have general knowledge about the Garden and are comfortable giving directions
- Have general knowledge of Garden membership and programming
- Ability to work in a fast-paced environment

Garden Ambassador

Garden Ambassadors are stationed at various locations within the Garden, in frequently-visited areas. Garden Ambassadors provide directions and information on Garden history and plant collections. They also provide visitor feedback to Garden Staff to continually improve the visitor experience. Volunteers may be seated (with shade) or walk about the area, to be more readily available.

Skills & Abilities:

- Enjoy offering professional customer service to our guests
- Have general knowledge about the Plant collections and are comfortable giving directions

Gift Shop

Gift Shop volunteers interact with visitors who visit the shop by processing retail transactions and maintaining the appearance of the Gift Shop. They may also assist, as directed by SDBG staff, with stocking, displaying and tagging of merchandise.

Skills & Abilities:

- Enjoy interacting with the public and providing professional customer service to our visitors
- Greet visitors and respond to questions
- Operate Point of Sale systems and manage financial transactions
- Maintain an orderly and clean appearance throughout the Gift Shop
- Ability to positively interact and constructively work with diverse volunteers, staff members and visitors

Festivals and Events

Festivals and Events volunteers may choose from a variety of positions, as designated by SDBG staff, during our festivals and events. Each position will be defined by the unique needs of the festival/event. F&E Volunteers will provide information, directions and interact with our visitors within the designated role chosen.

Skills & Abilities:

- Enjoy interacting with the public and providing professional customer service to our visitors
- Interact with our visitors in a pleasant demeanor which enhances the festival atmosphere
- Ability to work in a fast-paced environment. Ability to direct large groups as needed
- Provide visitor feedback to Garden Staff to continually improve the visitor experience.

Membership

Membership volunteers provide support to the SDBG Admissions team by processing new and renewal memberships for our visitors. Volunteers will answer questions regarding pricing, benefits and offerings, and program offerings. Volunteer will assist guests with the completion of the membership application, processing of payment and give information specific on the membership benefits.

Skills & Abilities:

- Enjoy interacting with the public and providing professional customer service to our visitors
- Knowledgeable of Membership levels, benefits and options, and program offerings
- Knowledgeable of applicable software (Doubleknot, Square, POS etc.)
- Ability to work in a fast-paced environment
- Provide visitor feedback to Garden Staff to continually improve the visitor experience.

Shuttle Driver

Shuttle drivers are responsible for shuttling guests safely on a pre-designated route throughout the Garden. (8 and 13-passenger shuttles)

Skills & Abilities:

- Enjoy interacting with the public and providing professional customer service to our visitors
- Pass shuttle training with SDBG shuttle trainer
- Comfortable giving directions and suggesting areas to visit
- General knowledge of the operation of the different shuttles
- Able to assist guests on and off shuttle as needed
- Able to lift 15 pounds
- Able to use a radio and have one on at all times while driving a shuttle
- Drive safely at all times
- Valid driver's license

Gardening & Horticulture

Gardening Volunteer

Raking, watering, weeding, mulching in the morning on various days of the week. Volunteers should bring personal, gardening hand tools, if available. Large tools and other equipment will be provided.

Skills & Abilities:

- Ability to sustain moderate physical activity to include lifting, walking, kneeling or bending and raking
- General knowledge of safe use of hand tools

Hort Manager's Detail Crew

Volunteers are trained by and work alongside our Manager of Horticulture to do detail work such as deadheading, precision detailing of perennials, planting out plants and seasonal color, intricate pruning, lifting and dividing overgrown plants such as bromeliads, and small tree work such as fruit trees.

Skills & Abilities:

Standing, walking, kneeling or bending, moderate lifting (burlap and empty/light trash cans), bending, light raking, watering,

- Ability to move hoses
- Knowledge of safe use of hand tools
- Ability to work outdoors for a three-hour shift

Conservatory Exotic Plant Care

Volunteers are trained by our Horticulture Staff in the Conservatory. This will entail some pest control and will also entail detailed spraying of plant material with streams of high pressure water to control scale, mealybug, and other pests. You will get wet, but the pleasure of working in the conservatory is a rare opportunity.

Skills & Abilities:



- Standing, walking, kneeling or bending, moderate lifting (burlap and empty/light trash cans), watering, light raking
- Knowledge of safe use of hand tools
- Ability to move hoses -- will get wet

Watering Crew

Volunteers assist with hand watering using a hose and a Damm water breaker nozzle on Tuesdays or Thursdays. Times can be flexible.

Skills & Abilities:

- Ability to continue working when wet and dirty
- Ability to lift and move water hoses
- Ability to continue standing, bending and lifting over several hours
- Ability to work outdoors for a three-hour shift

Raking Crew

Imagine the beauty of Zen Gardens, creating beautiful patterns in the sand or gravel. We have many plants that drop a lot of leaves. The Bamboo Garden, Hamilton Children's Garden, and the Seeds of Wonder Garden have decomposed granite (DG) surfaces that look so much better if they are cleanly raked for our visitors. Help enhance the beauty of the garden by tidying up these spots for guests to the garden.

Skills & Abilities:

- Moderate physical ability
- Ability to continue working when dirty/dusty
- Standing, bending, moderate lifting (burlap and empty/light trash cans)
- Ability to work outdoors for a three-hour shift

Science & Conservation

Herbarium & Seed Bank Volunteer

Assist with herbarium processing and labeling, data entry, seed cleaning, and other similar activities that will take place within the new horticulture building. Activities involve physical specimens, materials, and data that are critical components of conservation, research, and collection development projects, requiring that all work be completed according to specific detailed protocols.

Skills and Abilities:

- Workable knowledge of spreadsheets, google documents, and other software used for data tracking.
- Ability to follow detailed directions well and ask questions when the activity is less than 100% clear.



- Attention to detail and ability to work in an environment containing sensitive scientific specimens and data.

Restoration & Research Nursery Volunteer

Assist with the cultivation of, care of, and data collection for plants related to SDBG's conservation and restoration projects. Activities will include watering, potting up delicate plants, nursery labeling, data collection, weeding, etc.

Skills & Abilities:

- This is a technically demanding position and although training will be provided, previous experience working in a nursery setting with California native plants and other rare plants will be an advantage.
- Staff and volunteers in SDBG's restoration and research nursery need to adhere to detailed protocols related to safety, hygiene, and data tracking.

Natural Lands Restoration Volunteer

Assist with invasive species management, trash cleanup, and native plant revegetation. Includes activities such as weeding, planting, watering, seed collection, sign installation, etc. at various sites including the natural areas at SDBG and local project restoration sites such as at Cottonwood Creek Park in Encinitas.

Skills & Abilities:

- Ability to frequently bend over, get up and down, and carry materials on uneven terrain.
- Basic gardening skills including weed identification and ability to work safely and ergonomically with a variety of garden tools. (Training will be provided.)
- Interest in San Diego's native ecosystems and plant communities.

Education

Incredible Edibles Gardener

Maintain the Incredible Edibles garden as a model demonstration garden including weeding, pruning, supplemental watering, and general garden maintenance. Volunteers will also check the area for safety. Horticulture will share best practices seasonally, or as needed. Volunteers will check-in and work closely with the Education Department.

Skills and Abilities:

- Capable of weeding, planting, watering, and other general gardening duties
- Ability to listen to detailed instructions and work independently
- Previous gardening experience is an advantage

Children's Garden Education Volunteer



Bring fun educational activities directly to children and families under our new SAPLinGS (Science, Art and Play in Garden Spaces) Program. Volunteers will be stationed in the Hamilton Children's Garden. Volunteers focus on science and art activities or work within the Incredible Edible Garden to interact with guests on a variety of topics focused on the daily and seasonal happenings in the Garden. Volunteers will check-in and work closely with the Education Department.

Skills and Abilities:

- Interest in working directly with children and families
- Ability to listen to detailed instructions and work independently
- Previous experience teaching/working with children
- Previous gardening experience is an advantage