



## Volunteer & Group Tours Internship

**CMBG Mission:** The mission of Coastal Maine Botanical Gardens is to inspire meaningful connections among people, plants and nature through horticulture, education and research.

**Internship Mission:** Prepare college students to enter the field of volunteer management by providing an understanding of the critical role of volunteers in non-profit organizations and an opportunity to learn and apply relevant human resource management, marketing sales, and hospitality skills.

**Academic/Experiential-Learning Nexus:** Volunteer and Hospitality Management

**Position Summary:** The Volunteer and Group Tours Coordinator Internship offers hands-on experience in all facets of volunteer management, including recruitment, placement, training, maintenance, and recognition. Under the supervision and mentorship of the Volunteer Coordinator, the Volunteer Coordinator Intern will have the opportunity to:

- Learn best practices for making initial volunteer contacts via multiple communication channels, including face-to-face, letter, email, social media, and telephone.
- Assist with matching and placing volunteers in programs and event-support functions, logging hours and information, and managing computer-based strategies for supporting and managing volunteers.
- Assist in developing and executing training and evaluation programs for volunteers.
- Provide updated weekly, and daily, volunteer schedules, and updates, to Front Desk staff.
- Learn a range of volunteer recognition strategies employed on a daily/weekly/monthly/annual basis.
- Learn best practices in Guest Services, including working with the Guest Services team.
- Help cover volunteer responsibilities if openings arise
- Complete administrative work prior to each group visit, lunch, and/or tour.
- Work at group tour desk and learn CMBG's POS system.
- Complete physical and electronic mailings, as assigned.
- Utilize CMBG's internal calendar and communication systems to communicate details of all group visits with relevant staff.
- Assist with group tours on Saturdays and Sundays, and other days, as required.

**Qualifications:** The successful candidate must have be comfortable interacting with volunteers, guests, staff and Board members; computer skills; solid organizational skills; an appreciation of plants, nature, and the outdoors; and an interest in serving the constituencies of CMBG as well as learning more about the Gardens' environment.

**Schedule:** 40 hours/week, including both Saturday and Sunday with choice of two consecutive days off. Begin mid-May through the start of the academic year. The successful candidate is responsible for his/her own transportation to and from the workplace. Assistance finding housing is available.

**To Apply:** Qualified candidates should submit a cover letter describing their interest in the position, a resume, and a list of references to: Melissa Glasgow, Volunteer & Group Tours Coordinator, at [mglasgow@mainegardens.org](mailto:mglasgow@mainegardens.org).

**Application Deadline:** March 1, 2019