



Cylburn Arboretum Friends (CAF) is the non-profit organization that has been partnering with the City of Baltimore since 1954 to maintain the grounds and gardens at Cylburn. Our commitment to the Baltimore community is to support the Cylburn Arboretum through stewardship and educational programming.

Cylburn Arboretum Friends is committed to an inclusive, diverse, equitable, and accessible work environment. Our aspiration is to continue to cultivate a workforce and institution that is as diverse as the communities we serve.

POSITION TITLE: Visitor Service Volunteer (VSV)

Reports to: CAF Education Director

Description:

Are you interested in helping visitors to Cylburn Arboretum feel welcome? Do you love helping people learn? Are you looking for a regular volunteer opportunity that does not change based on season? We would love to have you as a Visitor Service Volunteer!

As a VSV, you will welcome the public and answer questions. You will be trained to greet and engage visitors, ensuring a rewarding experience for all guests. You will be expected to relate to people of all ages and backgrounds.

The ideal candidate will work at least one four-hour shift per week, with a minimum of one shift per month each in the Vollmer Welcome Center and the Nature Education Center. The VSV would be expected to perform tasks with a great deal of independence.

Typical Duties:

- Welcome all guests as the “face” of Cylburn and the first encounter guests experience
- Restock handout inventory
- Offer a brief, clear explanation of Cylburn Arboretum and its facilities, including the Nature Education Center
- Answer questions and steer guests toward further information that will enhance the learning aspect of their visit
- Help keep the Vollmer Welcome Center or NEC tidy

Cylburn Arboretum Friends provides equal employment opportunity (EEO) to all persons regardless of age, color, national origin, citizenship status, physical or mental disability, race, religion, creed, gender, sex, gender identity and/or expression, genetic information, marital status, veteran status, or any other characteristic protected by federal, state or local law.