



ARLINGTON VISITOR INFORMATION CENTER VOLUNTEER PROGRAM

QUALIFICATIONS

Friendly, cheerful, outgoing, professional manner, neat and clean appearance, familiar with or willing to learn about Arlington, and ability to be a team player.

JOB DESCRIPTION

Responsible for greeting visitors as they enter the Visitor Information Center (VIC). The VIC is stocked with general community information and brochures of the area. You will be expected to provide answers to questions about the area as well as be able to give accurate directions to area attractions and facilities. You should also be able to search the Internet for information that the visitor is requesting that may not be available in the VIC. Help with assembling tourist information packets, answer phone calls, and keep brochures and information counter in neat, effective order. Function effectively with other team members. Learn and perform opening or closing procedures depending on which shift you are assigned.

REQUIREMENTS

- Available to work one four-hour shift a week.
- Please note that all VIC volunteers will have to participate in an interview process with the VIC Coordinator prior to being assigned to a shift
- All applicants have to pass a background check.
- Volunteers are required to wear a black vest and identification badges provided by the VIC (first name only is on the badge). Clothes should be business casual, no blue jeans, neat and clean in appearance. No backless shoes. Shoes must have a back or a strap.

TEAMWORK

Volunteer service at the VIC is a team-oriented operation. Each team member should always positively promote The City of Arlington, The Arlington Convention & Visitors Bureau, any marketing partners, all members of the volunteer team, all members of the VIC staff and all members of the Arlington Convention and Visitors Bureau.

ORIENTATION & TRAINING

When an applicant is accepted into the volunteer program, they will participate in a brief orientation program with the VIC Manager or the VIC Coordinator, and then begin their training. The new volunteer will work with an assigned volunteer or staff member. With the training, the volunteer will become familiar with all the brochures that are available to visitors, how to find answers frequently and non-frequently asked questions by visitors or caller, know the layout of the VIC and the Convention & Visitors Bureau (CVB).

PERKS

- *Familiarization Trips (FAM Trips)*- FAM Trips are planned throughout the year at different attractions, restaurants, hotels, and venues. These tours are designed as group outings, and are provided to introduce or reacquaint volunteers with Arlington and the Metroplex.
- *Volunteer Recognition* - This is a special event to honor the volunteers for the time, talent and effort they have given to the VIC throughout the year.
- *Christmas Holiday Luncheon* - Each Christmas we schedule a holiday luncheon to again honor our volunteers for the time, talent and effort they have given to the VIC throughout the year.
- *Potluck Dinner Meetings* - Several times during the year we have a potluck dinner meeting here at the VIC.

ARLINGTON CVB VOLUNTEER APPLICATION

Be a part of the A Team! Volunteers, like you, are the key to the success of our meeting and events. We appreciate your participation in the planning and implementation of community events & programs!

All information submitted on this form is confidential.

To submit your info please fill out the information below and send to neetu@arlington.org or return to the Arlington Visitors Welcome Center at 1901 E Randol Mill Rd, Arlington, TX 76011

NAME: _____ TODAY'S DATE: _____
ADDRESS: _____
HOME PHONE: _____ MOBILE PHONE: _____
EMAIL: _____ WORK PHONE: _____

AGE GROUP: YOUTH ADULT SENIOR
(CIRCLE ONE) (12-17) (18-65) (65 AND OLDER)

REASON FOR VOLUNTEERING:

(To meet new people, earn school credits, experience the community, etc.)

AVAILABILITY:

(Circle all that apply)

Weekday AM Shift

Weekday PM Shift

Weekend AM Shift
(OPEN NOW)

Weekend PM Shift
(OPEN NOW)

Are there any activities or duties you cannot perform? Please describe:

IN CASE OF EMERGENCY

Whom should we notify? _____

Relationship to
Applicant: _____

Emergency Contact
Phone: _____

We will make our best efforts to schedule shifts/positions as requested. As positions are scheduled, you will be contacted via email with your assignment and any other important information.

Questions? Please contact Neetu Singhal at the Arlington CVB at 817-704-7584 or Neetu@arlington.org