

SCOTT ARBORETUM SELECTIONS - FALL SALE
Volunteer Job Description

Customer Service Chair

Provide a pleasant shopping experience for the customer from entering the plant sale field to leaving with their plant purchases.

Plant Parking

- Ensure that plant parking/holding area is laid out and fenced prior to Special Friends Parties (coordinate with Logistics). Plant parking areas should be marked with areas by parking number (i.e. numbers 1-20; 21-40 - or some designation TBD).
- A separate area for paid vs “parked and unpaid” should be available.
- Check box of supplies in Plant Sale closet.
- Insure that an adequate supply of boxes are either bought or collected prior to the sale.
- Develop protocols/procedures for the efficient flow of plants - paid vs. unpaid, etc.
- Coordinate with cashiers/scanners to implement procedures.

Car Loading

- Round up hearty volunteers to assist customers with loading plants and returning carts to sale site during open sale times.
- Assign some volunteers at street to oversee plant parking there.

Volunteers recruited and scheduled to assist:

- Overseeing supplies, boxes, carts, and plastics for protecting car trunks.
- Car loading (including Thursday and Friday nights)
- Plant parking area
- Key person to ensure paid and unpaid plants are kept separate in coordination with cashiers and label pickers.
- Directing traffic
- Handing out brochures, book marks, “thank yous,” directions, i.e. materials for customers as they leave.

GENERAL EXPECTATIONS:

- Attend all general Fall Sale meetings with staff and other committee chairs (typically two prior to the event and one following).
- Reach out to individuals who have expressed an interest in serving on your committee as relayed to you by staff or Volunteer Coordinator.
- Assist with the development of the budget based on your committee needs and function and/or work within the budget parameters.
- For any purchases made on behalf of the Fall Sale, submit receipts on completed expense reimbursement form.
- Submit final report by deadline requested to document committee efforts.
- Send thank you notes to volunteers serving on your committee (cards and envelopes supplied by Arboretum).