

Volunteer Job Descriptions

[Virginia Beach Visitor Information Center](#)

Visitor Information Assistant – Works the front counter of the Visitor Center assisting visitors, giving directions, information on accommodations, dining, attractions and events.

[Virginia Beach Convention Center](#)

Concierge – Assists walk-in visitors with information, reservations, and directions for accommodations, attractions, restaurants, historical landmarks, events, and recreational facilities so that visitors will be aware of the variety of facilities and activities available in Virginia Beach and Hampton Roads; Maintains regular contact with local attractions, hotels, restaurants, historical landmarks, and recreational facilities to ensure that accurate information is transmitted to the public; organizes, orders, and maintains brochures at Concierge Desk to ensure updated material is available to the public; schedules and conducts facility tours; Recruits volunteers for additional Concierge Desk coverage; Answers telephone calls from parties requesting event information; records names, addresses, and related information to ensure an accurate and proper response to these requests; Performs internet research and analysis; Types and compiles statistical information regarding performance, energy and other building related measures.

Greeter/Ticket Taker/Usher – Greet patrons with friendly smile at main Convention Center entrances, verify tickets for proper events, tear tickets and account for stubs, direct patrons to correct locations, answer general questions in reference to events, facility and the City of Va. Beach, direct patrons to correct seats during certain events, distribute programs, keep aisles clear, assist disabled and hearing impaired patrons to proper seating sections. Provide security at facility doors, checking identification of patrons and vendors entering and exiting facility. Assist with informing and enforcing policies and procedures of facility to patrons and vendors. Assist Duty Manager, Convention Center Security, and City Police with crowd control during heavily attended events. During particular events, serve as host and/or hostess in hospitality areas during event. Provide coat check service to patrons attending events during inclement weather. May be subject to varied climates according to positioning during certain events.

Groundskeeper – Plants and transplants trees, shrubs, and other plant material using hand tools (shovel, pick, sod cutter, tiller, etc.) to install new or to maintain or improve an existing landscape planting; install sod, mows and edges turf areas using push mowers, edging equipment to maintain a well-groomed, visually pleasing, landscape environment; prunes and trims trees and shrubs using hand tools and power-driven equipment (hand pruner, lopper, electric hedge trimmer, chain saw, etc.) to maintain or improve the ornamental form and texture of individual trees and shrubs or mass plantings and to remove vegetation that is causing either a visual or vehicle/pedestrian obstruction; removes litter, weeds, and snow using hand tools such as a pickup stick, trowel, snow shovel, etc., to maintain a clean orderly appearance and, in the case of snow, to allow for safe access to the Virginia Beach Convention Center facilities; assists in the construction, maintenance and erection of fencing. Loads, unloads and spreads soil, gravel, sand and clay to perform maintenance assignments; assists in the support of special events; works with other personnel to accomplish projects as assigned. Individual will stand, lift, stoop and stretch and be on their feet for long periods of time. Applicant must furnish steel toe boots.

-more-

Volunteer Job Descriptions continued

Office Assistant – Greet customers and clients in reception office, answer their questions and/or call staff with which they are meeting. Answer telephone and give general information in response to inquiries; provide detailed event information to callers. Assist in the assembly of media kits, direct mailers, monthly schedules, invitations and related materials for meetings and promotional efforts. Provide hospitality service in office conference rooms. Back-up for taking and transcribing notes from weekly staff meetings and other team meetings. Candidate must have outstanding customer service skills, friendly, well-spoken, knowledgeable of resort area and building, upcoming event schedule, professional attitude and appearance. Operate multi-phone line, standard office machines and equipment and some data entry.