

HANCOCK COUNTY VISITOR CENTER

VOLUNTEER/INTERN GUIDELINES

- ❖ Volunteer/Intern applicants will be screened and chosen by the Executive Director.
- ❖ The selection of a volunteer is not a formal competitive process. Volunteers are selected based on several considerations such as experience, education, availability, interest, motivation, and personal interview.
- ❖ People of all ages may volunteer. Young people, under age 18, can volunteer provided that the work does not pose a threat to their health or safety or violate Federal or State child labor laws or the policies of the agency's volunteer program. A parent or legal guardian must give written consent before a person under 18 years of age may volunteer.
- ❖ Volunteers/Interns are to be supervised by the Executive Director.
- ❖ Executive Director determines hours/times needed for Volunteers/Interns.
- ❖ Volunteers/Interns do not have authority to represent or speak for the Hancock County Tourism Commission. This includes volunteers who are members of the Hancock County Tourism Commission, unless appointed by the Commission to do so.
- ❖ Daily activities/duties to be assigned by the Executive Director. Duties include, but are not limited to, things such as answering phones, typing, making copies, cleaning areas of the Visitor Center, greeting and assisting Visitor Center guests, updating kiosk and/or brochure racks at the Visitor Center.
- ❖ Volunteers are responsible for ensuring their vehicles do not violate parking regulations set by the city. Any fines incurred for parking violations are the responsibility of the volunteer/intern.
- ❖ Be knowledgeable of tourism in Hancock County.
- ❖ Be on time with a professional demeanor and business casual attire (no t-shirts, ripped clothing)
- ❖ Communicate questions and/or concerns to the Executive Director.
- ❖ Volunteers/Interns are to log in and out of shifts in designated logbook.
- ❖ Executive Director's office is to remain locked when Executive Director is not onsite.
- ❖ Keys to building are to be signed out by volunteer/intern. If volunteer/intern is not scheduled to be in the Visitor Center before or after the Executive Director, a key should not be assigned. If key is lost, the volunteer/intern will be responsible for the cost of replacement.
- ❖ Volunteers/Interns are responsible for all personal items brought in and/or used for Visitor Center business as all tools necessary for duties are provided.
- ❖ All information/tasks that are performed on the computer are to be saved in a manner that the Executive Director has 24-hour access (cloud/drop box/determined by Executive Director).
- ❖ At Executive Director's discretion, volunteers/interns may be relieved of duties temporarily or permanently at any time, without notice.
- ❖ Guidelines are subject to change as deemed necessary.

I have read and accept the guidelines above.

Printed Name

Signature

Date: _____

9/2018