



Dallas Convention and Visitors Bureau-325 N. St. Paul Ste. 700-Dallas, TX 75201-214.571.1000

Dallas Convention & Visitors Bureau Volunteer Program

I. Job Description

Staff the Visitors Information Center for the Dallas Convention & Visitors Bureau, located in the Old Red Courthouse. Greet visitors and assist them with dining, accommodations and entertainment in the city and surrounding area. Become familiar with the general history of Dallas and the attractions of interest.

Qualifications: applicants should have a friendly and courteous manner, and a professional appearance; be generally familiar with the city; be willing to learn detailed information about attractions, hotels, dining and events; be able to give clear and concise directions; and be available for initial and on-going training.

*Shift Requirements: applicants should be available to work a **three–four hour week day or weekend shift**, weekly or alternate weeks. Substitutes will be asked to work a minimum of once a month. (Twice a month is recommended to keep up with the responsibilities of this placement).*

A minimum twelve-month commitment to the program is requested..

II. Recruiting

Applicants will be asked to complete an application and schedule an interview with the Director. We are a drug free environment and as such, we will request all applicants be tested.

Note: current volunteers are encouraged to refer new applicants, keeping the above qualifications in mind. Interested person should be referred to the Director.

III. Training

When the applicant is accepted to the program, initial training will begin. The volunteer will be asked to work a minimum of three shifts (10 hours) with a Trainer to: (1) learn the general operation of their center as an observer (2) begin to assist visitors with the assistance of the Trainer, (3) go “solo” with the Trainer available for assistance. Additional training sessions will be scheduled throughout the year, and all volunteers are expected to attend a majority of these trainings.

The volunteer should spend additional time visiting attractions and retail businesses, which might be frequented by visitors (passes will be provided if available). They should also become familiar with all brochures and other resource materials. Volunteer hours are given for all training.

IV. Shift Assignment

Shifts are assigned on space available basis. If the volunteer is not able to work a scheduled shift, they are asked to contact the Manager, Supervisor or Director so that a substitute may be called. Requests for changes in shifts should be made in writing to the Director.

V. Identification Badges and Dress Code

Volunteers are asked to wear identification badges whenever they are representing the Dallas CVB. Badges should not be worn at any other time.

Dressing in a professional manner is expected. An official Dallas uniform will be provided after the volunteer has been a part of the program for 30 days. During training, the volunteer will receive a copy of the official DCVB Dress Code.

VI. Perks and Awards

The Dallas CVB will make every effort to thank the volunteer staff for their time and assistance. *Any request for discounts or complimentary passes to attractions or events should be referred to the Director.*

VII. Communications

Periodically, a newsletter or update will be distributed to all current and prospective volunteers.