

Master Gardener Volunteer Position Description

Position: Plant and Pest Hotline Volunteer

Reports To: Linda Seals, Master Gardener Coordinator

General Description: Communicates University of Florida based gardening information to the public via telephone and in person at the Palm Beach County Extension service offices.

Principle Duties:

- Assist clients calling on the Master Gardener Hotline from 8:30 to 5:00 Monday through Friday
- Select appropriate information to mail to callers (give this information to the secretary for mailing)
- Assist walk-in clientele with plant and pest samples
- Write up unknown plant and pest samples on PBC diagnostic forms for further investigation
- Record clientele contacts
- Become familiar with Hotline reference materials, including publications, books, and newsletters

Qualifications:

- Successful completion of the Master Gardener training program
- Ability to effectively communicate with others
- Desire to learn more about plants and their pests
- Ability to work with diverse populations
- Dependable and reliable; must be able to commit to weekly time slot
- Deal courteously with the public

General Office Procedures:

Volunteer Responsibilities:

- Dress appropriately for professional office work and meeting with the public
- Wear your Master Gardener name badge
- Arrive on time
- Call if you cannot keep your scheduled time
- Maintain a well organized resource area

Staff Responsibilities:

- Provide training to enhance diagnostic skills (e.g., advanced Master Gardener training, workshops, field trips)
- Maintain publications inventory
- Send requested publications to clientele as needed
- Provide current and updated information as it becomes available