



## Explore Gwinnett Volunteer Ambassadors Overview

Sharing Gwinnett County with the world is a community effort, and Explore Gwinnett (the Gwinnett Convention and Visitors Bureau) welcomes help from local volunteers. A vital success to Explore Gwinnett, volunteers help with day-to-day operations. From answering phones and assembling mail packets to preparing gift packages and counting and stocking promotional materials, volunteers keep Explore Gwinnett running smoothly. Volunteers also contribute their time and skill at conventions and meetings by helping at registration or information tables. They may also act as greeters or guides for visitors who are touring Gwinnett. As a volunteer with Explore Gwinnett, you'll find plenty of interesting things to do. Your dedication is needed and appreciated! To join the fun-loving team at Explore Gwinnett, contact us by email at [info@exploregwinnett.org](mailto:info@exploregwinnett.org).

### Volunteer Requirements

Volunteer Ambassadors must be at least 18 years old and are required to complete the Gwinnett Tourism Education Program's tourism certification series, becoming a "Gwinnett Certified Tourism Specialist." This is a complimentary six-part series offered twice a year by Explore Gwinnett. Topics include shopping, attractions, arts, special event facilities, sports, historic downtowns, history, government, parks and recreation. The series includes a backstage tour of Gwinnett Center – the arena, convention center and performing arts center. Also included is an all-day motor coach tour of Gwinnett.

Volunteers are required to maintain a professional appearance, including proper grooming and attire. Volunteers will be given a "volunteer ambassador" shirt to wear. While volunteering at events, Explore Gwinnett volunteers are asked to wear the volunteer shirt and their Explore Gwinnett Volunteer name badge. Clean, comfortable athletic shoes are acceptable. Nametags will be provided when you report for service.

It is important for volunteers to perform their duties per the agreed upon schedule. Volunteers are required to arrive on time and leave at an agreed upon time. If you find you have a schedule conflict, please inform your volunteer coordinator as far in advance as possible so that alternative arrangements may be made. Volunteers are required to be available to work five hours per quarter. Volunteers are expected to be in appropriate mental and physical condition while volunteering. Volunteers are required to perform their duties free from the influence of illegal drugs or other intoxicants.

Volunteers are expected to conduct themselves with the highest level of honesty and integrity. Any conduct demonstrated other than this may result in the volunteer being permanently excused from their assigned responsibilities.

Volunteers have the right to function in an environment free from all forms of discrimination and conduct which can be considered harassing, coercive, or disruptive. Harassment based on race, color, religion, sex, national origin, age, disability, sexual orientation or any characteristic protected by law, will not be sanctioned or tolerated.

Volunteers are required to sign a volunteer release form, accepting sole responsibility for any injury to their person or property that may be incurred while working as an Explore Gwinnett volunteer.



## **Volunteer Opportunities**

Explore Gwinnett offers many exciting opportunities for Gwinnett County residents to volunteer their time to extend their hospitality to visitors and convention delegates. As an Explore Gwinnett Ambassador, you would be invited to participate in Gwinnett Tourism Education Program enrichment seminars. Topics of these frequent free educational offerings include customer service, Microsoft computer classes, social media, business etiquette, getting to know your CVB, sales and marketing and more.

### **What do Explore Gwinnett volunteers do?**

Just as the events Explore Gwinnett brings to Gwinnett vary, so do the assignments of the volunteers.

Overall, the majority of the assignments involve "meeting and greeting." Volunteers also provide help with large volume mailing projects, assembly of convention packets and other projects as needed.

### **What type of events and activities need volunteers?**

Explore Gwinnett volunteers provide support for events that Explore Gwinnett has booked. Also, other groups, which sponsor events either in conjunction with Explore Gwinnett efforts or that complement Explore Gwinnett events, need volunteers. In these instances, Explore Gwinnett volunteer names may be shared with another group or a group's information will be distributed to the Explore Gwinnett volunteers.

### **Where do volunteer activities take place?**

Depending on the needs of the event, Explore Gwinnett volunteers may be asked to be at area hotels or at convention or meeting facilities. Mailings and special projects are often done at Explore Gwinnett offices at 6500 Sugarloaf Parkway, Suite 200, Duluth, GA.

### **How do volunteers find out about upcoming opportunities?**

An Explore Gwinnett staff member will contact you directly by e-mail as opportunities arise. Contact us for more information: [info@exploregwinnett.org](mailto:info@exploregwinnett.org) or 770-814-6054