

APACHE JUNCTION CHAMBER OF COMMERCE
VISITOR CENTER
VOLUNTEER INFORMATION

Name: _____

Address: _____

Home Phone: _____ Birthday Month and Day: _____

Cell Phone: _____

Emergency Contact & Phone: _____

Special interests: _____

Any health conditions we should be aware of: _____

E-Mail address: _____

VOLUNTEER AGREEMENT

I agree to treat visitors, staff and other volunteers with respect and friendliness.

I agree to assist with the operation of the Chamber/Visitor Center at request.

I agree to accept the methods of operation of the Visitor Center as standard operating procedure, but will be free to make suggestions to the appropriate parties.

I agree that if I should have any issues to address with any staff person, I will go through proper channels with the CEO and will always keep the situation confidential.

I agree to keeping anything heard or seen at the office within the confines of the office. I understand that confidentiality is of utmost importance.

_____ I CAN ANSWER PHONES

_____ I CAN WORK ON COMPUTER PROJECTS

_____ I CAN ASSIST WITH ANY OFFICE FUNCTION

Signature

Date

Staff Signature

THE CHAMBER OF COMMERCE

What does a chamber do?

There are a great many misconceptions about what a chamber does. For example, there are those who believe that the chamber gathers statistics, prints nice brochures, visits new businesses, answers inquiries, and advertises what a great place the area is to work, live, and enjoy life. They are right up to a point. We do all these things; they are the fringe benefits.

The Chamber of Commerce is a catalyst, a shared vehicle through which businesses and professional people work together for the common good of the community. A better community means better business conditions, and we work for a better community for everyone. In any community, it is from the profitable operation of business that all other benefits are derived.

The mission of the Chamber of Commerce is to promote, develop and unite the business community to accomplish economic growth.

CHAMBER OF COMMERCE VOLUNTEER

Responsibilities:

Meeting and greeting visitors, answering phones, miscellaneous office tasks, dispensing local and state information.

General:

- a. Volunteers are expected to be able to work at least four (4) hours per week on a day that is mutually agreeable. If you are unable to work your assigned shift, please notice the Chamber as soon as possible – 480-982-3141.
- b. The Chamber dress code is casual. Shorts are permissible during warmer weather.
- c. Volunteers are not expected to tolerate inappropriate behavior or verbal abuse. All incidents should be reported immediately to a staff member.
- d. Cell phones and pagers should be switched off at all time when at the Chamber.
- e. Each volunteer is issued an ID Badge, which they are expected to wear while at the Chamber. Badges are located in the Office Manager's office. They are picked up there at the start of the shift and returned at shift completion. You may however keep the badge with you if you choose.
- f. As a volunteer you may come into the possession of information that could be of a sensitive nature. Remember, what you see here or hear here, stays here.
- g. Training in the use of office machines and equipment; i.e., fax machine, copy machine, postage meter, etc., is given on a "hands-on" basis.

Blue Current Volunteer Information folder kept at the front desk – Please look at each time you come in to note current information that volunteers should be familiar with.

White Volunteer Information Book:

This book is located in the 2-drawer file in the center of the front desk. It contains information, divided by categories, covering locations and subjects of general interest, and is a valuable resource when dealing with the public. All volunteers are encouraged to become familiar with the book's contents.

VOLUNTEER AGREEMENT

This organization relies heavily on volunteers; and, to be consistent, we need to clarify responsibilities to assure continued progress and efficiency within our organization. Please read the following, checking each item when read, and sign to acknowledge your commitment to the Chamber and Visitor Center.

I acknowledge and accept the following as my responsibilities as an Apache Junction Chamber of Commerce and Visitor Center volunteer.

- I shall represent the Apache Junction Chamber of Commerce and Visitor Center.
- I shall be responsible for greeting people as they enter the Chamber/VC in a pleasant, respectful, professional manner.
- I will use the Apache Junction Business Directory first in referring patrons to local businesses who are members of the Chamber. (Always refer Chamber members first).
- I will be on time for my assigned shift. First shift is 8:00-12:30; second shift is 12:30-5:00.
- Shift times have been created to allow balance so volunteers may eat before or after his/her shift.
- I may be asked to volunteer additional hours during peak hours of operation at the Chamber/VC from December through March.
- I will answer the phone promptly and in a friendly, professional manner.
- When answering the telephone, please use the message pad to collect the caller's name, business name, phone number, and reason for the call.
- All tickets being sold shall be kept and sold in numerical order.
- Ticket money collected shall be placed in the corresponding bag.
- The computer shall be used for business purposes only.
- Racks and shelves shall be maintained and filled as soon as time permits. Please notify volunteer staff when supply becomes low.
- Check voice mail messages daily. (Press blue button, press 1, 2, 3, press blue button.)

Printed name

Date

Signed name