



JOB DESCRIPTION

JOB TITLE: Volunteer
DEPARTMENT: Engagement & Outreach
REPORTS TO: Senior Engagement Manager

SUMMARY: Visit Jacksonville is seeking enthusiastic and community-minded individuals to join our Volunteer Team. Volunteers share their knowledge and passion for Jacksonville with visitors and residents alike. A variety of volunteer opportunities are available on weekdays and weekends, depending on event and organizational needs. Volunteer opportunities will be communicated to team members as they arise.

DUTIES & RESPONSIBILITIES:

Volunteer Team Members may assist with the following activities:

- Registration & Check-In: Providing a friendly and welcoming check-in experience for event attendees.
- Ushering & Guest Guidance: Offer directional assistance and help attendees navigate events and venues.
- Event Setup & Breakdown: Assist with event preparation and teardown, including arranging equipment and materials to ensure smooth operations.
- General Event Support: Provide flexible, event-wide support to staff, attendees, and fellow volunteers as needed.
- Welcome Table & Visitor Assistance: Share information about Jacksonville, including attractions, dining, events, and local highlights. Provide information on Visit Jacksonville's Trails.
- Staffing Visitor Centers: Support Visit Jacksonville's Visitor Centers, including:
 - Downtown Visitor Center
 - Jacksonville International Airport Visitor Center
 - Mobile Visitor Centers
- Community & Visit Jacksonville Events: Assist with Visit Jacksonville events such as Explorers Events, Trivia Nights, & Coffee Socials and Visit Jacksonville's participation at larger community events such as Downtown First Wednesday Art Walk, Jacksonville Jazz Festival, Porchfest, and The DONNA Marathon.
- Group & Conference Support: Welcome large conference groups and help prepare for large group arrivals.

REQUIREMENTS:

- Must be 18 years of age or older OR have parent/legal guardian consent.
- Successful completion of a background check.
- Reliable transportation.
- Positive attitude and strong enthusiasm for Jacksonville.
- Professional and polished appearance as a representative of Visit Jacksonville.
- Friendly, outgoing, and comfortable working with the public.

- Strong customer service mindset and a desire to help others.
- Ability to stand or sit for extended periods.
- Ability to move or carry boxes weighing up to 30 pounds.