



## Volunteer Training Manual

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## Introduction

Thank you for your interest in volunteering for the Beech Mountain Parks and Recreation Department! This manual has been created to inform you on the volunteer process in our department. This manual will share the history, mission, policies, and volunteer positions of the department. We hope this manual will increase your understanding of how our Parks and Recreation department and its volunteers operate during events.

## History

Beech Mountain Parks and Recreation began as a committee in the 1980s and formed into a department shortly after. The Fred and Margie Pfohl Buckeye Recreation Center opened in 2006 and houses the Department of Parks and Recreation. The volunteer program began in 2014 when our first events were created.

## Mission

The Town of Beech Mountain's Parks and Recreation Department is dedicated to providing quality recreational activities and programs year-round in a safe environment and meeting the recreational needs of residents and visitors of all ages, while enhancing the quality of life for all.

## Volunteer Overview

Because we are such a small department, volunteers are essential to the success of every event we facilitate. Families travel from the High Country and the Southeast to attend our programs because they have experienced how well our volunteers and staff treat our guests. Our events would not be successful without the hard work and dedication of our volunteers.

## **Annual Beech Mountain Parks and Recreation Events:**

- NERF Wars, Hoppy Easter Party, In Cold Mud 5K Mud Run, Fishing Derby, 5K Beer Run, Fourth of July Party, Enduro Mountain Bike Race, Leaf Looker Fall Festival, Halloween, Pancakes with Mrs. Claus, New Year's Eve Party, and more!

## **Volunteer Positions**

### **Buckeye Event Volunteer Positions**

*Kitchen Assistant:* Assist in preparing food and delivering prepared food out to Food Serving Assistants. This position will not interact often with event participants.

*Food Serving Assistant:* Kindly and politely serve food to event participants while ensuring all participants who want food receive food. This position requires frequent interaction with event participants.

*Activity Supervisor:* Supervise the game or activity as assigned for the entire event. This position requires frequent interaction with event participants, especially children. \*\*The specific activity this volunteer is assigned to supervise will be communicated to them the week of the event via email from the Event Coordinator, Marisa Sedlak.

*Check-in Assistant/Greeter:* Kindly and politely greet each participant as they arrive at the event while encouraging donations to support the organization and ensuring they check in for the event. This position requires frequent interaction with event participants and will accept event fees and donations where applicable.

### **5K Event Volunteers**

*Registration Assistant:* Assist in the registration and check-in process of participants. This position requires strong communication skills and patience with event participants.

*Aid Station Assistant:* Assist participants with any minor injuries, provide water to participants, and be able to call emergency medical providers with any major injuries. This position requires calm interactions with event participants.

*Directional Assistant:* Assist participants on where to go during the race. In this position the volunteer will be exposed to the elements for the duration of the event.

*Food & Merchandise Supervisor:* Ensure participants know where snacks are located after the race and ensure they receive the correct merchandise. This position requires organization skills and frequent interaction with event participants.

*Lead Assistant:* Lead the race and show participants where to go during the race. This position requires the knowledge of how to use an All-Terrain-Vehicle (ATV).

*Sweep Assistant:* Follow the final participants, watch the time, and cut-off participants when necessary. This position requires the knowledge of how to use an All-Terrain-Vehicle (ATV).

*Information Assistant:* Understand the ins and outs of the event and be available to answer questions throughout the event day. This position requires knowledge of how 5k's operate and frequent interaction with event participants.

*\*\*As a Beech Mountain Parks and Recreation Volunteer, you will be invited to an annual Volunteer Appreciation Lunch where you will receive your official volunteer shirt and a gift.*

## Policies

Failure to comply with the Town of Beech Mountain Parks and Recreation Volunteer policies can be grounds for dismissal from the program.

## Conduct

By volunteering with the Town of Beech Mountain Parks and Recreation Department, you have a responsibility to your fellow volunteers and event participants to provide a safe and pleasant working environment.

## Equal Volunteering Opportunity

The Town of Beech Mountain Parks and Recreation Department provides volunteering opportunities for all individuals regardless sex, gender, sexual orientation, color, race, national origin, religious preference, political beliefs, or disabilities that do not prohibit performance as a volunteer. All matters related to volunteering are based on the individual's ability to perform the volunteer task.

## Dress Code

Volunteers should have neat and clean clothing while volunteering. Take your lead from the staff and dress appropriately for the task you are performing.

## Expectations

Volunteers are expected to be a positive representation of our department and the Beech Mountain community which means ensuring that our volunteers:

- Treat other volunteers, staff, and visitors with respect.
- Practice good customer service and communication skills, as they are often interacting with visitors.
- Allow for flexibility in their schedule for when additional training is needed for specific job duties.

- Show flexibility when it comes to job duties. Situations can change quickly during events and volunteers may be reassigned to a different job duty without much warning.
- Provide staff with constructive feedback of the event at the end of the volunteering by contacting the Program Activities Coordinator, Assistant Director, or Director. We are always working to ensure that our events run smoothly, and a volunteer's input can help us with future events.
- Enjoy themselves while volunteering for events.

## Contact Information

As a volunteer, your contact will primarily be with our Program Activities Coordinator, Assistant Director or Director. Below is a list of their names, positions and contact information if you have further questions or need additional information:

- Program Activities Coordinator, Marisa Sedlak: [msedlak@townofbeechmountain.com](mailto:msedlak@townofbeechmountain.com)
- Assistant Director, Kate Prisco: [kprisco@townofbeechmountain.com](mailto:kprisco@townofbeechmountain.com)
- Director, Sean Royall: [sroyall@townofbeechmountain.com](mailto:sroyall@townofbeechmountain.com)
- All employees can be contacted via phone at 828-387-3003

## Manual Validity and Reliability

The Beech Mountain Parks and Recreation Volunteer Training Manual was created through the utilization of a few different resources:

- Nonprofit Management Principles and Practices by Michael J. Worth
  - Chapter 9 “Managing Staff and Service Volunteers” provided helpful information on best practices when managing volunteers.
- “Volunteer Management Practices and Retention of Volunteers” by Jeffrey L. Brudney and Mark A. Hager
  - This resource shared useful information on recommended practices for volunteer management and its relationship to volunteer retention.
- The Town of Clearwater Florida’s Parks and Recreation Volunteer Handbook
  - This resource provided a well laid out example of a volunteer training manual and was an inspiration for this manual.
- “Making the Most of Volunteers” by Jean Balwin Grossman and Kathryn Furano
  - This article shared research on effective volunteer practices, by sharing the importance of well-defined volunteer tasks and job descriptions.
- “A Volunteer Handbook Sample that Will Help Guide Your Volunteers” by Tobi Johnson & Associates
  - This article emphasized the importance of a well written volunteer training manual and explained the most important contents of a manual.