



ERT Foundation Mission and Culture:

The ERT Foundation's first ever trailside headquarters is open and we are seeking a Volunteer HQ Hospitality Host.

The ERT Foundation plans, programs and advocates for the Elizabeth River Trail to connect from Naval Station Norfolk to the Virginia Beach Trail. We are deeply committed to equity, access, environmental stewardship and outdoor literacy.

Volunteer Position Apply Now!

The Elizabeth River Trail Foundation seeks a trail loving, community-minded, and outgoing volunteer with a heart for service to assist and support first-time and regular ERT visitors, orient new users to the trail, and share the Elizabeth River Trail Foundation mission.

General Responsibilities:

The HQ Hospital Host will serve as the main point of contact for visitors, and staff the ERT Outpost (Merch Store) and coordinate the Bike Rental Fleet. They will help our trail visitors get oriented to the trail, share the work our nonprofit Foundation does, highlight ongoing programs and upcoming events, and assist with administrative duties that accompany these projects.

They provide guidance, directions, and basic orientation about the ERT using maps and other related materials to inform visitors so that they can make educated decisions on what to do, activities to participate in, and how to safely explore the ERT and the surrounding area. Our volunteers are familiar with overall Norfolk history, recreational opportunities, and even help out in our ERT Outpost. If you are friendly, energetic and flexible with a desire to interact with trail visitors please apply to become a volunteer today!

Who should sign up:

The ERT Foundation believes the trail has something for everyone and is FOR everyone, we strongly encourage candidates of all different backgrounds and identities to sign up. We are interested in your passion for our mission and building community. The Elizabeth River Trail Foundation is a small, but highly collaborative team, and volunteers have opportunities to contribute ideas, explore interests, and gain experience across multiple aspects of nonprofit work.

Logistics

- Volunteers are required to sign-up for three shifts per month.
- Shifts are 4-hours in length from 9:00 a.m. - 1:00 p.m. and 1:00 p.m.-5:00 p.m., Monday, Tuesday, Thursday and Friday
- Saturday 8:00am-12:00pm and 1:00-5:00 and 10am-2:00pm on Sunday
- Some evening shifts are available throughout the year.

Duties:

- Assist with open and close HQ procedures.
- Promote the ERT mission, events and programs.
- Orient visitors to the trail highlights, attractions and trailheads.
- Invite visitors to pin their “visiting from” location on the map
- Check for sufficient brochure stock and replenish throughout the day as needed.
- Care for our animal ambassadors (moths and butterflies) after being trained.
- Assist with organizing and taking inventory of brochures and supplies and inform ERT staff when stock is low.
- Lift and carry brochure boxes weighing up to 25 pounds.
- Help out with the ERT Chore Chart as time allows
- Volunteers will record their own hours each time they work and keep a communication log.

Assist with Point of Sales Operations at the ERT Outpost:

- Volunteers will assist staff by operating the Point of Sales (POS) Tablet and cash box. This includes handling cash and credit card transactions by providing accurate change to customers. Training will be provided.
- Volunteers will become familiar with the ERT products and recommend products based on visitor inquiry.
- Volunteers will support staff with the ERT Bike Rental Fleet reservation system.
- Volunteers are asked to collect and record visitor contacts throughout the day using a handheld counter. This includes things such as program attendance and Path Pals statistics.

Provide basic housekeeping tasks:

- Dust exhibits, shelves and cobweb-collecting spots with a hand duster.
- Wipe smudges off of glass doors, windows, counter tops and walls to keep the visitor center area neat and clean.
- Roving the areas outside the HQ and picking up trash and debris from the walkways and the garden.

Get in touch

www.elizabethrivertrail.org | @norfolkERT

PO Box 3042, Norfolk, Virginia 23514-3042

- Volunteers may be asked to support with arranging, organizing, categorizing, and tidying supply room and merchandise materials.

Desired Skills and Abilities:

- Open-mindedness and patience to work with a diverse public and staff
- Possess excellent communication and interpersonal skills.
- Ability to interact with the public in a professional manner in person and by phone
- Willingness to learn
- A willingness to work independently within prescribed parameters, with an appreciation of the concept of teamwork
- Ability to stand for long periods of time
- Reliability to consistently keep one's volunteer commitment to the ERT Foundation
- Retail experience and customer service and ASL or foreign language skills are a plus but not required

Interested? Send us an email with your availability and why you think you'd be a perfect HQ Hospitality Host to admin@elizabethrivertrail.org with "HQ" in the subject line.

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