



NEWFIELDS

Curating & Cultivating Exceptional Experiences

NEWFIELDS VOLUNTEER ORIENTATION



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Director of Guest, Volunteer
& Community Experiences



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Director of Guest, Volunteer
& Community Experiences



Cherie Fox

Manager of Volunteerism



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Manager of Volunteerism



Kelly Korte

HORTICULTURE VOLUNTEER TRAINER
& MANAGER



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& MANAGER



Lead Volunteers

Guest, Volunteer, & Community Experiences

Volunteer Orientation

AGENDA

- **Arrival & Introductions**
- **Newfields: A Cultural Campus**
- **Volunteerism at Newfields**
- **Newfields Overview**
 - Organizational Structure
 - Staff & Volunteer Culture
- **Volunteerism by the Numbers**
- **Newfields Campus Tour**
- **Guest Experience**
- **Foundations for Success**
- **The Logistics of Volunteerism**
- **Q & A**
- **Seasonal Training**



NEWFIELDS

A PLACE FOR NATURE & THE ARTS



CHARMING
SAVVY
DYNAMIC
SOCIAL





Volunteerism Handbook



Our mission:
**To enrich lives through
exceptional experiences with
art and nature**

Volunteerism Mission:

To provide volunteers for Newfields so that it can expand the capacity of the institution to more successfully accomplish its mission

Values

Stewardship

We create a vibrant Newfields for current and future generations. We accomplish this with a sustainable financial model, a well-maintained campus, well-stewarded collections and environmentally responsible business practices.

Inclusivity

We welcome diverse audiences and ideas. We provide thoughtful, inclusive programming that is accessible to the residents of our community, as well as opportunities for individuals and companies through our hiring and procurement practices.

Service

We see the guest as our first priority. We treat each visitor, member, volunteer, employee and donor as an individual, and personalize each individual's experience.

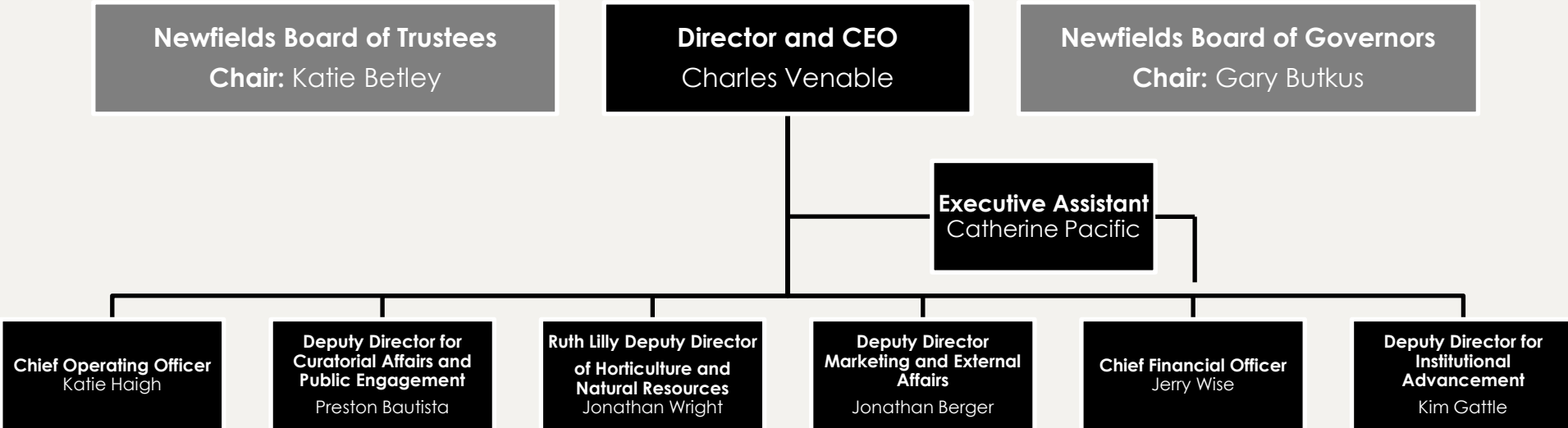
Excellence

We strive to offer the best of nature and the arts. We aim high and constantly innovate to exceed the expectations of our guests, employees, volunteers and donors.

CHARMING
SAVVY
DYNAMIC
SOCIAL



Newfields Organizational Structure



Chief Operating Officer

- Collection Support
- Conservation
- Conservation Science
- Culinary Arts/Events
- Exhibitions
- Facilities
- Historic Preservation
- Registration
- Rights & Reproductions
- Security

Deputy Director for Curatorial Affairs and Public Engagement

- Academic Engagement
- Curatorial
- Design
- Evaluation
- Interpretation, Media & Publications
- Library & Archives
- Public Programs

Deputy Director of Horticulture and Natural Resources

- Art & Nature Park
- Greenhouse
- The Gardens
- Miller Garden
- Westerley Garden

Deputy Director of Marketing and External Affairs

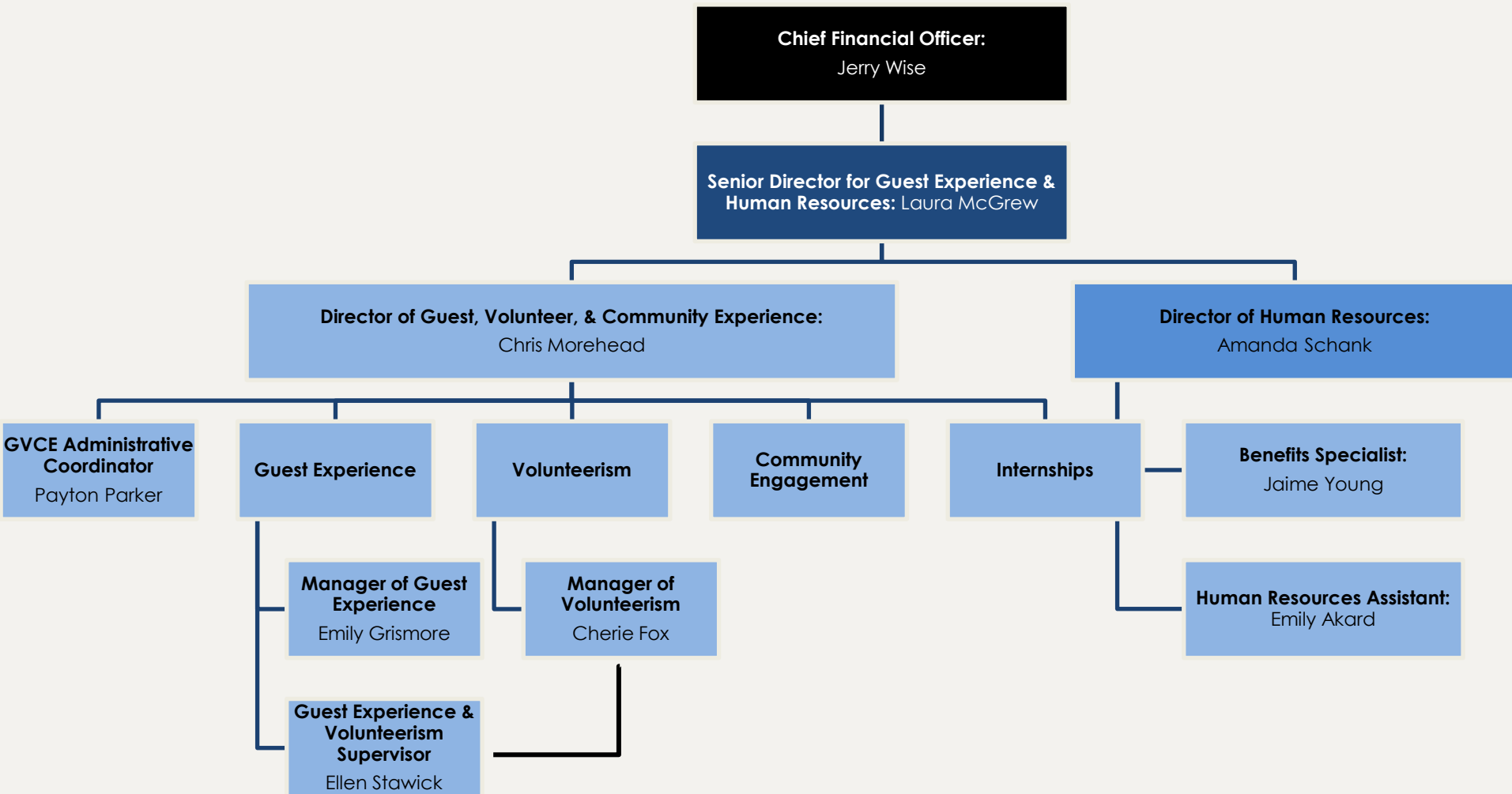
- Branding
- Communications
- Digital
Communications
- Marketing
- Retail

Chief Financial Officer

- Finance & Accounting
- Treasury: Debt Portfolio & Investments
- Procurement, Compliance & Legal
- Guest Experience
- Human Resources
- Volunteerism
- Community Engagement
- Technology: Newfields Lab & IT

Deputy Director for Institutional Advancement

- Campaign
- Advancement Services
- Corporate & Foundation Relations
- Major & Planned Gifts
- Annual Fund
- Member & Donor Experiences



Volunteerism

FY 2019

- **Total Active Volunteers:** 579
- **Rookies:** 182
- **Total Hours Donated:** 62,020
 - *350 % Increase Over Year 1*
- **Average Hours Donated / Volunteer:** 72.4
- **Volunteer Program Fill Rate:** 85%

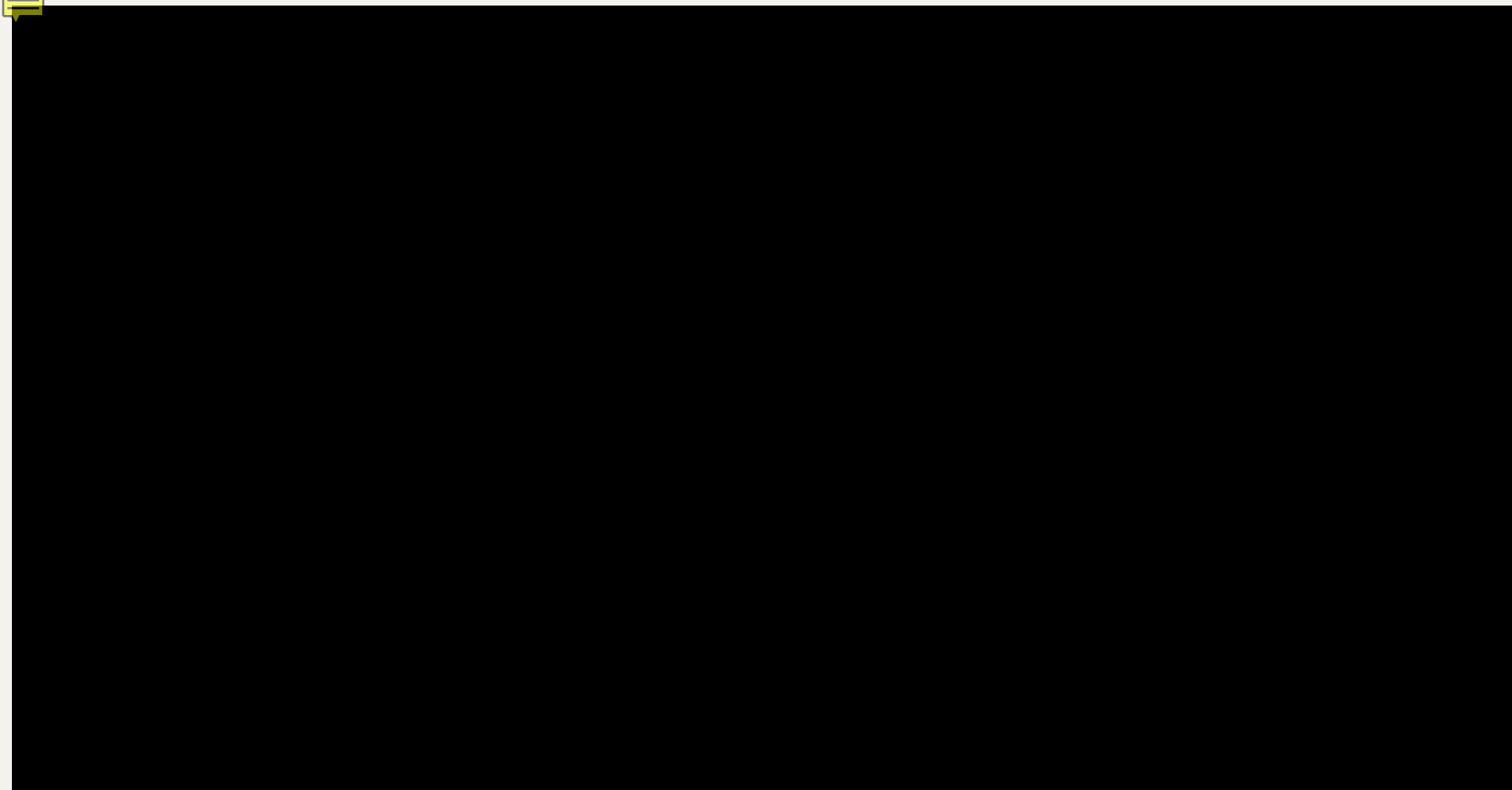


Newfields Tour

Reintroduction to Campus



NEWFIELDS





Guest Experience

CURATING AN EFFORTLESS EXPERIENCE

A man and a woman are smiling and talking to each other at a night festival. The man is wearing a dark jacket and the woman is wearing a white knit hat and a dark coat. They are standing in front of a large, dark, triangular structure that looks like a fire pit or a decorative element. The background is filled with colorful lights (red, blue, green, yellow) and a bokeh effect of lights, suggesting a festive atmosphere. The text "Guest Experience" is overlaid in large white letters, and "CURATING AN EFFORTLESS EXPERIENCE" is overlaid in smaller white letters below it.

Guest Experience

CURATING AN EFFORTLESS EXPERIENCE



NEWFIELDS CURATES MEMORABLE EXPERIENCES





NEWFIELDS CURATES MEMORABLE EXPERIENCES



IF YOU'RE VOLUNTEERING OR
WORKING HERE,
YOU ARE A HOST



WINTERLIGHTS
S'mores &
Treats Tent
←

IF YOU'RE VOLUNTEERING OR
WORKING HERE,
YOU ARE A HOST

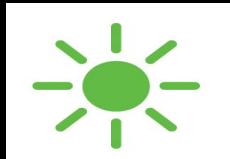


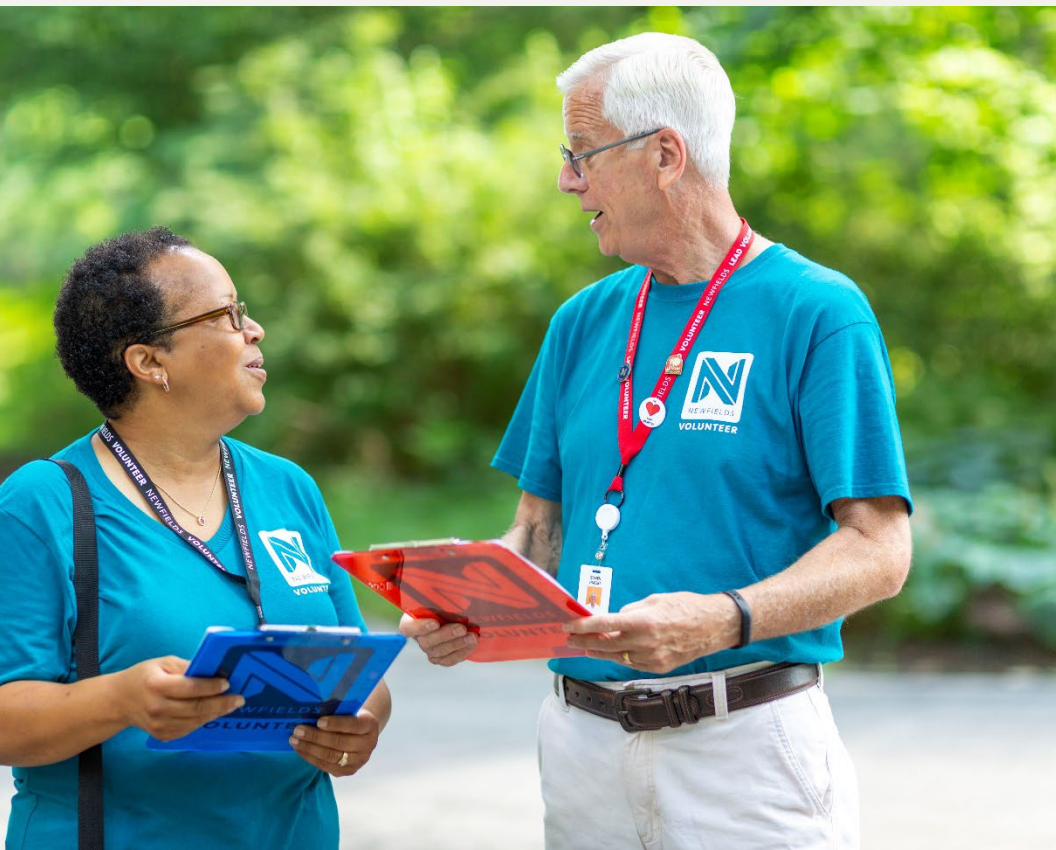
Our Promise

As part of having **exceptional experiences** at Newfields, we want our guests to feel that they are **welcome, cared for, and important.**

Therefore, we extend our stewardship, service, and excellence to our guests by being **warm, helpful, and knowledgeable.**

Our Guest Service Model





VOLUNTEERISM AT NEWFIELDS

FOUNDATIONS FOR SUCCESS

Information Guide & Ambassador Programs

Information Guides

SEASONAL VOLUNTEER OPPORTUNITY

- The Volunteer Information Guide is a seasonal volunteer opportunity that assists our guests throughout the museum and gardens depending on the focus of the seasonal exhibition.
- ANY volunteer can assist in this role once they have successfully completed orientation.



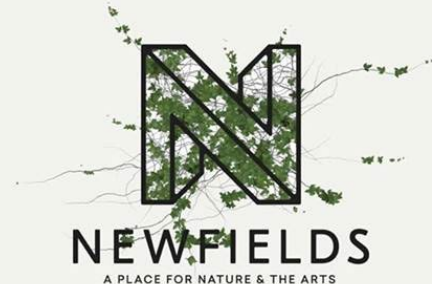


Information Guide

Ambassador Program

YEAR ROUND VOLUNTEER OPPORTUNITY

- Newfields utilizes volunteer Ambassadors in strategic locations both inside and out to help enhance our guests' experience.
- Ambassadors provide an extra layer of customer service increasing our capacity to deliver exceptional experiences to our guests.
- Volunteers can assist in this role once they successfully graduate from our Ambassador Training Program.





Ambassador

VOLUNTEER
OPPORTUNITIES

Individual



discovernewfields.org
4000 Michigan Road

VOLUNTEER
OPPORTUNITIES

Group



discovernewfields.org
4000 Michigan Road

Help make the
holidays magical.

VOLUNTEERS NEEDED.



Need to Know

VOLUNTEERISM AT NEWFIELDS

Newfields Winter Hours of Operation:

- Tuesday – Sunday 11:00 – 5:00 PM

Newfields Spring & Summer Hours of Operation:

- Tuesday, Wednesday, Sunday 11:00 – 5:00 PM
- Thursday, Friday, and Saturday 11:00 – 8:00 PM

Volunteer Uniform & Etiquette

Newfields Badge Policy

Tracking Your Volunteer Hours

Volunteer Tools

HOW TO FIND INFORMATION
& KEEP UP TO DATE

Newfields Website:

- www.discovernewfields.org/give-and-join/volunteer

If there's an Emergency Situation or Inclement Weather

- Check the Newfields Website (www.discovernewfields.org) and / or call the Newfields Main Number (317.923.1331)

Direct

Cherie Fox

Manager of Volunteerism

cfox@discovernewfields.org

Kelly Korte

Horticulture Volunteer Trainer & Manager

kkorte@discovernewfields.org

Volunteer Tools

HOW TO FIND INFORMATION
& KEEP UP TO DATE

Volunteer Educational Series

- Spring Blooms, Summer, Harvest, Winterlights
- Seasonal Training w/ Project Lead(s)
- Onsite Training

Volunteer Training Sessions

- New Exhibition Curator Tours, Docent Tours, Departmental, and Ambassador

Guest Experience, Volunteerism, and Community Engagement Office

- Volunteer Information Center & Oasis

Volunteer Orientation Q & A



Next Steps

BEGINNING YOUR VOLUNTEERISM

1. Get Comfortable w/ the Volunteerism Website
2. Watch Volgistics Video x 2
3. Get Excited... Patiently...
4. Check Your Email
5. Change Your Password
6. Log Into the Volunteer Information Center
7. Sign Up! X 2
8. Email Lead Volunteers for Advice / Help
- 9. Show Up & HAVE FUN!**



Welcome to Newfields

YOU'RE GOING TO LIKE IT HERE