
Education Center Volunteer, Job Description

UNHCE Master Gardeners participate in an extensive training program. The specialized training is designed to prepare volunteers to engage as a knowledgeable horticulture advisor and volunteer educator at the Education Center supporting the “Info Line”. Their interaction with New Hampshire citizens supports both the mission of the University of New Hampshire:

UNH Cooperative Extension (UNHCE) provides N.H. citizens with research-based education and information to enhance their ability to make informed decisions that strengthen youth, families and communities, sustain natural resources, and improve the economy.

and the Master Gardener credo “Extending Knowledge and Solving Problems”. Working under the supervision of a Cooperative Extension professional, Master Gardener’s provide research-based information on a wide variety of topics including horticulture issues, plant selection, installation and maintenance, plant problem diagnosis and treatments; environmentally sound gardening practices, pest identification and management, wildlife, household pests, food preparation and food safety and many other varied and diverse topics.

All Education Center inquiries (phone, email, social media, or drop-in) are documented utilizing a robust web-based database system that allows ease in tracking, referencing, follow-up and analysis as desired.

Time Estimate:

- Master Gardener training session (13 weeks- one week day per week, 6 hours per session)
- Contribute a minimum of 55 hours of volunteer time for the first year following training. Education Center hours Monday through Friday, 9 am to 2:00 pm. Shifts are flexible 9-2, 9-11:30 or 11:30-2:00
- Attendance at a 2.5 hour orientation session to receive instruction on how the Education Center operates
- Additional 3 hours of continuing education are required each year following the first year of training

Requirements:

- Attend a 2.5 hour orientation session prior to the start of the training program.
- Participate actively in training sessions and keep up-to-date on the latest and most current information.
- Answer consumer questions on horticulture and other topic areas related information for both phone consultations and personal contacts.
- Provide reliable, unbiased information.
- Communicate effectively with the public by telephone, personal contact, group contact, computer contact, and/or written communication.

- Agree to follow published research based recommendations for use of home general use pesticides (insecticides, herbicides, and fungicides). Refer questions on commercial crop production and commercial pest control to the Education Center Coordinator.

Qualifications:

- Basic knowledge of gardening
- Enthusiasm
- Interest in helping people
- Ability to communicate
- Knowledge of community resources
- Belief in the value of extension's educational programs
- Transportation to and from call center site in Goffstown, NH.
- Responsible and motivated.
- Basic computer, word processing, and internet knowledge

Supervisor:

Volunteers report to the Education Center Coordinator and/or to the volunteer leader who covers the Education Center in the coordinators absence.