



Welcome and thank you for your interest in the **Hendricks County Destination Expert Team!** The Hendricks County Tourism Commission d/b/a the Hendricks County Convention and Visitors Bureau (HCCVB) has been an important part of the Hendricks County economy since 1998.

Our vision is to be a regional leader in tourism economic development through creative marketing, product development and short- and long-term planning and the mission of the organization is to attract visitors to the county by promoting and developing tourism, which stimulates economic growth and enhances quality of life. To obtain some of these goals, we felt it was best to look to our local experts to help us guide our visitors to the favorite places to eat, things to do and must-see's right here in our community.

The goal of the program is to create a mutually beneficial relationship for the citizens of the county and the HCCVB. Our success will enhance the quality of life in the community through tourism development and education.

As part of the development of the **Destination Expert** program we have identified events where our team will be available to assist local event planners and festival organizers to provide guest services to attendees. As a **Destination Expert** you will have the opportunity to network with CVB contacts and community members if you choose to volunteer with our team.

In this packet you will find an application, our volunteer profile describing some of the required duties, some sample forms and general information on the HCCVB and our programs. If you would like to apply for a position with the **Destination Experts** please contact me at Tracy@TourHendricksCounty.com or call 317-718-8750 to set up a time to meet and discuss this opportunity.

We look forward to getting to know you and thanks again for your interest!

Sincerely,

A handwritten signature in black ink that reads "Tracy L. Whetstone".

Tracy L. Whetstone
Community Events Manager

HENDRICKS COUNTY TOURISM COMMISSION

d/b/a Hendricks County Convention & Visitors Bureau

JOB PROFILE

POSITION TITLE: Volunteer
REPORTS TO: Community Events Manager

Contact

Tracy Whetstone
Community Events Manager – (317)-718-8750

Main Office

Hendricks County Convention & Visitors Bureau
8 W Main Street
Danville, IN 46122

* Volunteer performs most shifts at an offsite location within Hendricks County.

Qualifications

Excellent communication skills required. Ability to lift up to 50 lbs. Provide own transportation. Most volunteer opportunities center on guest relations and requires excellent guest relations to visitors, shows courtesy, compassion and respect. This position requires communication and interaction with visitors, other volunteers and HCCVB staff.

Duties

- A. Is friendly and extends courtesies at all times.
- B. Reports for duty promptly as scheduled.
- C. Willingness to assist when asked.
- D. Transports event supplies from HCCVB to the designed site and returns them.
- E. Assemble booth (tent, table, chairs, etc.) and does tear down.
- F. Organize booth activities and provide manpower as agreed.
- G. Other tasks as assigned.

Requirements

Minimum age: 21
A maximum of four (4) hours per shift

Training

Volunteers will be required to attend an initial training/orientation session and an annual training session. They may also be asked to attend various continuing education programs.

Special Requirements

Physical Demands: See, hear, talk, write, walk, stand, bend, squat, and crouch.

Mental Demands: Read and comprehend, retain and follow oral and written instructions effectively communicate, count.

Environmental Conditions: The volunteer will be working both inside and outside and may be exposed to the weather and will need to be prepared.



Volunteer Applicant Information

Full Name: _____ Date: _____

Address: _____

Phone: _____ Cell Phone: _____

E-mail Address: _____

Date Available: _____ Social Security No: _____

Are you over 21 years of age? YES NO

Do you have a mode of Transportation: YES NO

Do you have a valid Driver's License: YES NO

Are you a citizen of the United States? YES NO

If no, are you authorized to work in the U.S.? YES NO

Have you ever worked for the Hendricks County CVB? YES NO

If yes, when? _____

Have you ever been convicted of a felony? YES NO

If yes, explain: _____

Previous Volunteer/Work Experience

Company: _____ Phone Number: _____

Address: _____

Job Title: _____ Supervisor: _____

Responsibilities: _____

From: _____ To: _____

Company: _____ Phone Number: _____

Address: _____

Job Title: _____ Supervisor: _____

Responsibilities: _____

From: _____ To: _____

Availability

Weekday mornings Weekend mornings Winter Summer
 Weekday afternoons Weekend afternoons
 Weekday evenings Weekend evenings Spring Fall

Interests

Administrative Events
 Cultural Activities Motorsports
 Educational Events Family Events
 Sporting events Charity/Fundraising Activities

References

Please list two references.

Full Name: _____ Relationship: _____

Company: _____ Phone: _____

Address: _____

Full Name: _____ Relationship: _____

Company: _____ Phone: _____

Address: _____

Disclaimer and Signature

I certify that my answers are true and complete to the best of my knowledge.

If this application leads to volunteering, I understand that false or misleading information in my application or interview may result in my release.

Signature: _____ Date: _____

Volunteer Service Agreement

Hendricks County Convention & Visitors Bureau



The **Volunteer** agrees to:

- 1) Be friendly, courteous and helpful to visitors at events dressed in attire provided by HCCVB.
- 2) Work a determined schedule acceptable to the HCCVB event assigned.
- 3) Become familiar with policies and procedures (written and verbal) set forth by the HCCVB.
- 4) Be prompt and reliable in reporting for assignment.
- 5) Be ready and willing to work independently as needed at events.
- 6) Provide their own transportation to and from events and functions.
- 7) Notify the supervisor as soon as possible if unable to report or find an HCCVB volunteer replacement.
- 8) Attend training sessions and undertake additional education if necessary to maintain competency.
- 9) Inform the HCCVB staff of any problems encountered.
- 10) Understand that irregular attendance, poor performance, or failure to cooperate with any HCCVB policies may be interpreted as a volunteer's desire to resign.
- 11) Be responsible for all properties of the HCCVB and take ordinary care of these items.
- 12) Volunteer work will include but is not limited to: distribution of materials, lifting up to 50 lbs and some physical labor.
- 13) Time commitment up to four hours per shift.

The **Hendricks County Staff Supervisor** agrees to:

- 1) Provide adequate training and supervision.
- 2) Be able to discuss problems, ideas or suggestions.
- 3) Understand a volunteer's absence in an emergency.
- 4) Respect the function of the volunteer and to contribute to a smooth working relationship between staff and volunteers.

The **Community Events Manager** agrees to:

- 1) Act as liaison between volunteers and staff.
- 2) Assist in implementation of training programs.
- 3) Be available to discuss ideas, suggestions, or problems.
- 4) Assist volunteers to evaluate their assignments and make necessary changes.
- 5) Plan yearly activities for the volunteers.
- 6) Keep volunteers and staff informed throughout the year.
- 7) Provide admission to appropriate events to be worked.
- 8) provide a Destination Expert polo shirt, a lightweight jacket and a hat or visor to wear to events.
- 9) provide appropriate supplies required for each event.

I agree to the terms of this agreement.

Volunteer

Date

Community Events Manager

RELEASE OF LIABILITY

Volunteer, _____, agrees that the
(Print Name)

Hendricks County Tourism Commission d/b/a the Hendricks County Convention and Visitor Bureau ("Tourism Commission"), its Director and staff ("Staff"), as well as Hendricks County ("County"), shall not be liable for any damages arising from any personal injury sustained by Volunteer as a result of the Volunteer's efforts provided on behalf of the Tourism Commission, its Staff, and the County. Volunteer assumes full responsibility for any damages, personal injury or losses which might occur to Volunteer as a result of the Volunteer's efforts. Volunteer does fully and forever release and discharge the Tourism Commission, its Staff, and the County from any and all claims, demands, damages, rights of action or causes of action, present or future, whether the same be known or unknown arising from the Volunteer's efforts. This Release of Liability includes a release of any negligence or negligent act committed by the Tourism Commission, its Staff, or any agent or representative of the County.

"Volunteer"

Dated: _____

(Signature)

(Printed)

WITNESS:

NOTICE TO VOLUNTEERS REGARDING BACKGROUND INVESTIGATION

I understand that a consumer report (background screening report) and/or an investigative consumer report (reference checks and/or interviews) that may include information from public or private sources regarding my character, driving records, criminal history, court records (both civil and criminal), qualifications and experience, work habits, and/or other information relevant to my volunteer service may be obtained in connection with my application as a volunteer with the Hendricks County Tourism Commission.

I understand that, if I am approved for volunteer service by the Hendricks County Tourism Commission, this background check authorization will be kept on file and may be used at any time during my service to procure further information when, in the judgment of the Hendricks County Tourism Commission as such may be necessary.

I hereby release and discharge to the extent permitted by law, Hendricks County Tourism Commission, its employees, any individual or agency obtaining information for Hendricks County Tourism Commission, and any personal or professional reference, from any and all claims, damages, losses, liabilities, costs, or other expenses arising from the retrieving, reporting and/or disclosure of information in connection with this background investigation.

I understand that I am volunteering my services and declare in no way shall I be considered an employee or subcontractor or independent contractor of Hendricks County Tourism Commission.

By signing below, I, _____, have read, understand and consent to the above. I further authorize that a photographic copy or a telephonic facsimile of this document shall be valid for purposes present and future. My signature below certifies that all information I have provided in connection with this background check is true, accurate and complete to the best of my knowledge.

I understand that I have specific prescribed rights as a consumer under the Fair Credit Reporting Act and may have additional rights under relevant state laws. I hereby certify that I have read the Summary of Rights under the Fair Credit Reporting Act located at <http://www.safehiringsolutions.com/pdfs/FCRAsummary.pdf>.

AUTHORIZATION

Print Name (last, first, middle)

Social Security Number

Date of Birth (MM/DD/YYYY)
(For ID Purposes Only)

Drivers License Number

Drivers License State

Any other names I have been known by: _____

Current Address: _____

Previous Addresses (Last 10 Years) _____

Signature

Date