



RIM COUNTRY REGIONAL CHAMBER OF COMMERCE VISITOR CENTER VOLUNTEER HANDBOOK

CONTENTS

How to become a Volunteer	Page 2
Volunteer Application Form	Page 3
Volunteer Guide	Page 4 & 5
Volunteer Policies and Procedure	Page 6 & 7
Things to do in Rim Country	Page 8 & 9

The Rim Country Regional Chamber of Commerce has entered into a long term contract to provide management of the Visitor Center with the Town of Payson. Under this contract, the Chamber agrees to establish and maintain the Visitor Center to the specifications of the Arizona Office of Tourism. Additionally, the Chamber agrees to supervise volunteers and other duties necessary to enhance our visitors experience in Rim Country.

HOW TO BECOME A VOLUNTEER

If you would like to become a volunteer at the Rim Country Visitor Center then there are a few simple steps to follow:

1. Fill out a Volunteer Application. You can use the form attached to this handbook or pick up a copy at the Visitor Center.
2. Return your Volunteer Application to the Visitor Center (100 W Main St., Payson) or mail it to Rim Country Visitors Center, P.O. Box 1380, Payson, AZ. 85547.

VOLUNTEER TRAINING

The Executive Director will contact volunteers who have completed the information form to schedule training which is normally on Saturdays from 10 a.m. to 2 p.m. All Volunteers will experience on the job training with a qualified staff/volunteer mentor. All training is at the Visitor Center and is informal and fun! You will be provided with a packet of material containing information you can share with our wonderful Visitors.

Volunteer Application - Rim Country Visitor Center

Application Date: _____

Name: _____

Home Address: _____

Email: _____

Cell: _____ Home: _____

Special training, skills, hobbies _____

Groups, clubs, organizational membership's

Please include your prior volunteer experience (include organization names and dates of service)

What experiences have you had that may prepare you to work as a volunteer at the Visitor Center?

Why do you want to volunteer or what do you want to gain from this volunteer experience?

References: please list 3 people who know you well and can attest to your character, skills and dependability. Include your current or past employer, if applicable.

<u>Name/Organization</u>	<u>Relationship to you</u>	<u>Telephone</u>	<u>Length of Relationship</u>
1.			
2.			
3.			

Please read the following carefully before signing this application.

I understand that this is an application for and not a commitment or promise of volunteer opportunity. I certify that I have and will provide information throughout the selection process including on this application for a volunteer position and in interviews with the Rim Country Visitor Center Executive Director that is true, correct and complete to the best of my knowledge. I certify that I have and will answer all questions to the best of my ability and that I have not and will not withhold any information that would unfavorably affect my application for a Volunteer position. I understand that information provided on this application will be verified by the Rim Country Visitor Center Executive Director. I understand that misrepresentations or omissions may be cause for my immediate rejection as an applicant for a Volunteer position with the Rim Country Visitor Center or my termination as a Volunteer.

"This agreement does not establish a contract of a volunteer position, and may be withdrawn for any reason."

Signature: _____ Date: _____

Visitor Center use only below this line:

Interviewer: _____ Date: _____

Photo I.D. Verification: _____ Date: _____

Acceptance of Applicant: _____ Date: _____

Denial of Applicant: _____ Reason for Denial: _____ Date: _____



Rim Country Visitor Center Volunteer Guide

The Rim Country Visitor Center represents Rim Country (Payson, Star Valley, Pine, Strawberry and Christopher Creek, Young, etc.) and will provide volunteers with information on locale, activities and businesses in our area. Because the Chamber of Commerce is a membership-driven 501 c6 organization, funded by membership dues and all members are to be treated equally.

Our goal is to make visitor's feel welcome and want to return to the Rim Country for future visits or possible relocation.

Open/Close of Visitor Center

- ✓ Wear your name badge
- ✓ Place A-Frame Sign at Sidewalk – bring in at close
- ✓ Turn on lights, heat or air conditioning – turn off at close
- ✓ Check Restrooms (hand soap, toilet paper, paper towels)
- ✓ Replace missing pamphlets/flyers
- ✓ Remove outdated bulletins/fliers from bulletin board

Telephone Guidelines

- ✓ Telephones are to be answered by three rings (if alone, please ask the first caller if you can put them on hold and answer the second line with the same request and return to the first call)
- ✓ Telephone Greeting: “Thank you for calling Rim Country Chamber of Commerce and Visitor Center, this is John, how can I help you?” Speak slowly to insure the listener of the exact title (many will ask – “Is this the Chamber?) Please transfer calls to voice mail or carefully write down name, company, time of call and telephone number. At the end of the call thank the caller for calling and ask if you can help with anything else.

Greeting Visitors

- ✓ **Greet** visitors in a friendly and welcoming manner. Smile ☺ Everyone loves to see you smile!!
- ✓ **Engage** visitors in conversation (samples):
 - Are you passing through?
 - Are you visiting for the (day, weekend, etc)
 - Have you visited Payson before?

- Where are you from/heading to?
- What types of things are you interested in?
- ✓ If visitors have a specific request, provide that information via:
 - Visitor Handbook
 - Flyers/Pamphlets
 - Phone Book
 - Maps (State, Camping/Recreational, ATV, Hiking trails)
 - Provide detailed instructions if you are familiar with the business, site, location, area, etc. so it is easy for the visitor to find.
 - Provide the town visitor web site for further information: www.paysonrimcountry.com and chamber website www.rimcountrychamber.com
- ✓ **Always** suggest additional sites/things to do/places to shop/eat, in addition to a visitor's specific request. Visitors are usually not familiar with the area. The more information you provide, the more likely they are to visit them and return to Payson.
- ✓ **Always** go out of your way to provide the information the visitor is looking for.
- ✓ If visitors are traveling on from Payson and DON'T have a specific route they want to take, provide information on alternate scenic routes:
 - Flagstaff or heading west on I40, – FR3/Happy Jack, instead of Hwy 260 to Hwy 17 (Mormon Lake, Lake Mary)
 - Sedona – Hwy 260 to Hwy. 89A, the scenic route instead Hwy 17 – Suggest they stop in Cottonwood, Jerome and Clarkdale while they're there.
 - Heading east on I-40 – Instead of going to Winslow, take Hwy 260 to Heber, then Hwy 388 to Holbrook

Departing Visitors –

- ✓ Request that they sign the Guest Register.
- ✓ Thank them for stopping and invite them to visit again.

VOLUNTEER POLICIES AND PROCEDURES

Absences Volunteers who cannot report for their assignment should contact another volunteer to see if he/she can fill in or trade. If unable to find a replacement please notify the Executive Director as soon as possible so that a substitute can be found. Volunteers should inform the Executive Director in advance of vacations and other plans that will cause them to be absent.

Americans with Disabilities Act (ADA) Volunteers who identify unmet needs of visitors, volunteers or members who are disabled are encourage to bring those needs to the attention of the Executive Director. The Visitor Center is committed to compliance with the ADA and will make appropriate accommodations when possible.

Confidentiality Volunteers may learn information that has not been released to the public or that is not intended for the public. Visitor Center volunteers are expected to maintain the confidentiality of the information.

Drug Free Workplace The Visitor Center has a vested interest in maintaining a safe and efficient work environment for volunteers and employees. Use of drugs, being under the influence of alcohol, or being in an impaired condition poses safety and health risks, and is prohibited. Violation of the policy will result in the termination of one's status as a volunteer.

Grievance Procedures A Volunteer who has a concern about a work-related issue should discuss the issue with the Executive Director. Every attempt will be made to resolve a problem informally through the discussion process.

Guest Relations When dealing with the public, remember that as a Volunteer you represent the Visitor Center and Rim Country. Your role is very important to enhance the visitor's perception of the Community. Volunteers should always be friendly and helpful. If a visitor's question cannot be answered, the visitor should be directed to the Executive Director for an answer. If a volunteer observes inappropriate behavior from a visitor, the Volunteer should report the problem to the Executive Director.

Resigning as a Volunteer If at some point you decide you can no longer volunteer at the Rim Country Visitor Center for whatever reason please contact the Executive Director.

Scheduling Once assigned a time slot, Volunteers are responsible for working during the times and dates scheduled. If you are unable to make your scheduled time, please contact the Executive Director or find another Volunteer to fill your spot. If you find another Volunteer to fill in for you be sure to notify the Executive Director. Please arrive to the Center on time.

Problem Solving Procedure The Visitor Center has an open door policy and we want you to feel comfortable in coming to us to discuss any problems, questions or concerns that you may have about your volunteer experience. Our "Problem Solving Procedure" offers all Volunteers the freedom to discuss anything they wish with the Executive Director.

Smoking Smoking is not permitted in the Visitor Center. Volunteers are requested to select a discreet location in which to smoke, out of the sight of Visitors.

Children No Volunteer may bring any minor children with them during their hours of work unless previously approved by the Executive Director.

Time Sheets it is vital that the Visitor Center have a record of the amount of time given by volunteers. All volunteers must record the hours they work. The Volunteer time sheets are kept up front in the volunteer area.

Things to do in Payson and the Rim Country!

Details can also be found in the Rim Country Visitors Handbook.

- ✓ **Tonto Natural Bridge** – located north of Payson, on Highway 87 (Beeline) approximately 11 miles. There will be a sign on the right 1 mile prior to reaching the turn-off for the bridge. There is a LEFT TURN LANE off the passing lane. The road is paved down the canyon to the bridge.
- ✓ **Green Valley Park/Zane Gray Cabin/Payson Museums:** located approximately 1 mile west on Main Street. The larger lake will be in front of you. Turn right onto Green Valley Pkwy., and left just past the white Zane Gray Cabin for parking. The park also offers a playground, picnicking, fishing and a 1 mile walking path around the lake and grassy bowl area to the north. Each Saturday during June and July, from 7-9pm, there are free concerts held in the grassy bowl area near the playground.
- ✓ **FR 289 – Hatchery Road**
Fish Hatchery– take Hwy 260 east approximately 16 miles to FR 289, Hatchery Road, there will be a sign on the right for Kohl’s Ranch and a left turn lane for Forest Road 289. The hatchery is at the end of the paved road.
- ✓ **The Horton Creek Trailhead** is located approximately 1 mile north of Hwy 260 on FR 289. Cross over a small bridge and park in the lot to the left, there are restroom facilities at this location. Cross back over the bridge to the campground for the trailhead, this is on the north side, or to you left, at the back of the campground.
- ✓ **Highline Trail** – is located closer to the north end of the road. Look for the trailhead signs.
- ✓ **Tonto Catch a Fish**, Kids attraction; above the ground pool stocked with fish, pole rental. Located off FR 289, about 2 miles north of Hwy 260.
- ✓ **Pine/Strawberry:** located approximately 15 miles north of Payson on Hwy 87 (Beeline). The Oldest Standing Schoolhouse in AZ is located in Strawberry, as is the Ranch at Fossil Creek, a goat and lama farm, with artesian creamery. Each town offers a variety of shops, restaurants and summer festivals.
- ✓ **Rim Scenic Drive FR 300: ride takes about 4 hours**, on a dirt road. **BRING WATER and food.** You can access by the following routes:
 - From Pine/Strawberry** – continue north on Hwy 87 (Beeline) past the 260 turnoff, fire road 300 will be a few mile further north on your right.
 - From Payson:** continue approximately 35 miles east on Hwy 260 (right lane at the McDonalds turns onto 260). The left turn lane for FR 300 is approximately ¼ of a mile after you’ve crested the rim. A paved, handicap accessible, walking path runs along the rim. There are paved pull-outs to the left, about 1 mile in, or you can park in the parking lot on the right, just after you turn onto FR300 and hike along the rim until you reach the paved area. You can also hike or drive to Woods Canyon Lake (which has a convenience store and boat rentals), which has a beautiful 5 1/5 miles trail around the lake.

- ✓ **Want to Wet your Feet?** Try: **Houston Mesa Road**, right turn lane just past the 2nd round-about on Hwy. 87, drive 7 miles and crosses over East Verde River. There are 4 paved, day use areas as you continue north; Flowing **Springs**, located 4 miles N. of Payson on Hwy 87. There is a right turn lane just before you cross the East Verde River. Follow the road for a while and you'll find a swimming hole with a sandy beach, or crossover the bridge to **East Verde**, left turn lane. Drive east on Highway 260, about 15 miles to **Christopher Creek**, or take Hwy. 260, a bit past Christopher Creek, to Colcord Road, turn right and take through scenic Haigler Canyon to **Haigler Creek**.

- ✓ **Rock hounding - Off** of the Control Road – FR 64 – access from Hwy 260 at Tonto Village. **Quartz Crystals** - Diamond Point, FR65 is located west of Tonto Village. Turn left onto FR65, to Diamond Summer Homes; look for main digging site marked with sign on right. **Geodes and fossilized coral** –Take Houston Mesa Road (access from Hwy87/Beeline, right turn lane just past 2nd round-a-bout, continue on Houston Mesa Road until it meets FR64 (Whispering Pines), take a right, travel 1 mile east, search the hillside on the South Side of the road.

- ✓ **Cool Weather Hikes –**
 1. **Gisela Ridge Hike** – Take Beeline/RT. 87 south approx 15 miles to the Gisela Turn (Left Lane) Continue on Gisela Road (Paved Road) to the top of the hill, about 2 miles. You can view Gisela from this point. There is a parking area on the right, with a jeep trail heading south. The jeep trail is the Ridge Hike, with beautiful views. There are a few hills at beginning then it levels off. It is rocky in places. This is a one way hike; it ends up at the dirt Gisela Road near the bridge.

 2. **Deer Creek Village Indian Ruins Hike** – Take Beeline/RT.87 South to the Deer Creek Village turn off (left Lane, about 16 miles south of Payson). As you pull in there is a gate on the LEFT, park inside the gate. Follow the jeep trail, for about 1 ½ miles. You'll go done a small rocky hill, at the bottom on right there will be a small flat area with a stone camp fire area. Hike right, off the jeep trail, up the small rise. Hike around the area. There are Indian ruins from around 1050AD (circular dug out areas of earth, with partial boulder walls).

 3. **Jake's Corner Mini Canyon Hike** – take Beeline/Rt. 87 south to RT 188, Roosevelt Recreation Area. Jake's Corner is the 1st town you come to. As you leave Jake's you'll cross over a small bridge, immediately after the bridge on LEFT is a jeep trail and gate. Turn LEFT, park inside the gate, make sure the gate is secured (coming and going). Park where you can, and hike the jeep trail for about 2 miles to the top of the canyon wall, Tonto Creek flows below, and there is an old Gold Mine Shaft on the opposite side of the Canyon.