



# Volunteer Opportunities

*Volunteering at Give Kids The World Village inspires hope, creates priceless memories, and helps kids with life-threatening illnesses and their families celebrate and have fun. It means being a part of an organization that is truly unique. **Volunteers are required to wear a GKTW name badge, closed-toe shoes and family-friendly clothing. Training is provided for all volunteer positions.***

## **GUEST DINING:**

*The Village offers many dining options for our guests. All food service volunteers are required to wear a sleeved shirt. Disposable gloves and a hairnet will be provided. However, Volunteers may bring a hat from home if they prefer not to wear a hairnet.*

**Express Start Breakfast** – Located in Café Clayton, Volunteers serve breakfast food to-go at the Express Start Breakfast Station. Volunteers are responsible for greeting guests, taking orders and packaging meals. Duties also include restocking food items and light cleaning.

Age Requirement: 12+ with an adult; 16+

**Café Clayton Concierge** – Welcome guests to the Café Clayton Food Court in Towne Hall and track guest visitation. Assist with families with restaurant choices and dining locations. Volunteer must be outgoing, courteous and feel comfortable answering general guest inquiries. The concierge desk is located on the first floor of Towne Hall.

Age Requirements: 16+

**Café Clayton** – Assist guests with meal trays and beverage service in the food court. Assist with clearing tables in the dining rooms, stocking supplies and refreshing drinks. Assist with light clean-up.

Age Requirement: 12+ with an adult; 16+

**Nancy's Kitchen** – Each Nancy's Kitchen Volunteer is responsible for assisting with the serving of breakfast or dinner from the buffet line, running food, assisting with the beverage station, bussing tables, and clean-up. This is a true team effort by all involved and offers high interaction with guests.

Age Requirement: 12+ with an adult; 16+

**Ice Cream Palace** – The ICP Volunteers are responsible for serving ice cream treats to families. Duties include serving ice cream cones, preparing milkshakes, sundaes, banana splits, restocking food items and light cleaning and sanitation.

Age Requirement: 12+ with an adult; 16+

**Katie's Kitchen** - The Katie's Kitchen Volunteers serve meals from the buffet line and package orders for pick-up and delivery. Duties also include maintaining food-service standards set forth by Boston Market and helping with service set-up and minimal clean up.

Age Requirement: 14+ with an adult; 16+

**Mama Merry's Pizzeria**—Papa John's is passionate about pizza. And it starts with better ingredients combine with fresh (never frozen) original dough and all-natural pizza sauce, 100% real meats and cheese, and the freshest vegetables available. Volunteers will assist in serving pizzas to our guests.

Age Requirements: 12+ with an adult; 16+

### **ENTERTAINMENT VENUES:**

*The Village offers unique recreational options and must-see venues and attractions for guests to enjoy while visiting the Village.*

**Amberville Attendant** – Volunteers are responsible for greeting every family, playing with kids, monitoring the play areas, and checking in and out games and golf clubs. They also assist guests in the Dino Putt area as well. All maintenance issues need to be logged and reported to the Entertainment staff.

Age Requirement: 16+

**Carousel Gate Keeper** – The Carousel Volunteers are responsible for safely operating the Carousel for all Wish Families and visitors. The Carousel Volunteers may be asked to assist with Castle Monitor duties when needed. The Gate Keeper ensures that families are welcomed and kept safe while the carousel is moving.

Age Requirement: 16+

**Carousel Operator** – The Carousel Volunteers are responsible for safely operating the Carousel for all Wish Families and visitors. The Carousel Volunteers may be asked to assist with Castle Monitor duties when needed. The operators are in charge of running the carousel and assisting with families.

Age Requirement: 18+

**Castle Attendant** – The Castle Monitor is responsible for greeting families, assisting with the Star Fairy program and the Dream Pillow Tree Machine, playing with kids, cleaning up play areas, supervising and monitoring arcade and completing tasks for the Entertainment department. Castle Monitors may be asked to assist the Carousel.

Age Requirement: 16+

**Gallery of Hope Concierge** – Share your enthusiasm about the village and become a greeter in the Gallery of Hope! Welcome families, volunteers and guests by providing information about the Gallery and information about our founder, Henri Landwirth. Volunteer must be comfortable working independently.

Age Requirement: 16+

**Twinkle Hope's Rockin' Spa** – Volunteers assist with makeovers that include face-painting, nails, make up, hand massage, and airbrush tattoos. Volunteers are responsible for greeting Wish Families, signing guests in, cleaning the Spa, and reporting maintenance issues and shortage of products to Entertainment Staff.

Age Requirement: 16+

**Park of Dreams Pool & Noah's Nook Attendant** – Volunteers help welcome guests to the swimming pool and water garden play area. Duties include distributing towels, issuing locker keys, distributing fishing gear, assisting guests with photo opportunities, organizing pool chairs, and light clean up. Please note volunteers do not perform lifeguard duties. Volunteers will also serve refreshments and ice cream treats to guests during the Noon to 9 p.m. volunteer shifts.

Age Requirement: 12+ with an adult; 16+

**Lori's Magical Flight Operator**– Volunteers are responsible for safely operating the amusement ride for all wish families and visitors. Ride operators are in charge of running the amusement ride and assisting with families.

Age Requirement: 18+

Special Requirement: Volunteer must be physically active

**Lori's Magical Flight Gate Keeper**–Volunteers are responsible for safely operating the amusement ride for all Wish Families and visitors. Ride operators are in charge of running the amusement ride and assisting with families.

Age Requirement: 16+

**JJ's Express Operator** - JJ's Express is a wheelchair accessible, life size train that circles Amberville. Volunteers are responsible for operating the train and they assist the families in getting on and off the train safely.

Age Requirements: 16+

Special Requirement: Volunteer must be able to bend and lift 10lbs.

### **TRANSPORTATION OFFERINGS:**

*The Village provides shared-ride shuttles, carts, vans and trains to transport guests and support resort operations. All Volunteer drivers are required to hold a valid government issued driver's license. GKTW staff will provide training and a signed acknowledgement form is required upon completion of training.*

**Breakfast Cart** – The Breakfast Cart delivers continental breakfast items to families requesting room service or to those strolling through the Village in the morning. Volunteers will use two-way radios to receive breakfast orders.

Age Requirements: 16+ with valid driver's license

**Cookie Cart** – Volunteers operate the snack cart, delivering cookies and drinks to families around the Village. The Volunteer may be adjusted to an alternate area at the last minute due to inclement weather. GKTW staff will provide golf cart training and a signed acknowledgement form is required upon completion of training.

Age Requirements: 16+ with a valid driver's license

**Café Clayton Delivery** – Volunteers take meal orders and deliver to wish families on behalf of Katie's Kitchen and Mama Merry's Pizzeria. Volunteers will use a computer and at times may use a two-way radio to confirm deliveries. Volunteers may be asked to drive a golf cart to deliver meals.

Age Requirement: 16+ with a valid driver's license

**39'er Diner Attendant**– Volunteers assist in the Volunteer break room by monitoring food and restocking food and paper goods. The volunteer works closely with the Food & Beverage teams and light cleaning and organizing is required.

Age Requirements: 12+ with an adult; 16+

**Village Shuttle Driver** – This volunteer drives a shared-ride shuttle service to guests, staff and volunteers. Drivers make frequent stops at throughout the Village. The driver will respond to radio calls to pick-up and drop-off guests staying on property.

Age Requirement: 18+ with a valid driver's license

**Train Conductor** – The Train Conductor helps load families on to a 16-passenger train, ensures safety for the families and operates a wheelchair lift as necessary.

Age Requirement: 16+ with a valid driver's license

**Train Driver** – The Train Driver is responsible for operating a 16-passenger train to transport families around Village grounds. They work with a Conductor, who is responsible for loading the families on to the train and ensuring their safety. The Driver informs Engineering of any maintenance issues.

Age Requirement: 25+ with a valid driver's license

### **ENTERTAINMENT PROGRAMS:**

*The Village offers many unique entertainment options for guests including character interactions and nightly parties and more!*

**Ashley's Art Corner** – Love arts and crafts? Assist Wish Families with creative art projects inside the Castle of Miracles. Materials will be provided by GKTW. Volunteers are asked to assist with project set-up and clean-up and assist guests with art and craft projects.

Age Requirement: 12+ with an adult; 16+

**Big Splash Bash** – Come and celebrate at the Park of Dreams with a fantastic pool party! Volunteers assist with games, songs, and dance, while encouraging families to join in the fun.

Age requirement: 12+ with an adult; 16+

Dress Code: Please wear closed-toe beach shoes (such as crocs). They may get wet!

**Candy Land** – We always say that the Village is like Candy Land come to life and we make that happen every Sunday! Kids can play a life-size version of Candy Land at Matthew's Boundless Playground and Volunteers help them right along with games, activities, songs and lots of dancing!

Age Requirement: 12+ with an adult; 16+

**Character Photos** - Share that special moment when children come face to face with their favorite characters. Weekly visits are made by Disney characters. Volunteers assist with the photo sessions by greeting families, calling names, positioning families for photos, and running line control.

Age Requirement: 12+ with an adult; 16+

**Movie Attendant & Concessions** - Serve popcorn, snacks and drinks to our families while they enjoy a movie in Julie's Safari Theatre! Volunteers will be required to do some light cleaning before closing the concession stand.

Age Requirement: 12+ with an adult; 16+

**Horse & Pony Rides** – Each week, the Village gives children a chance to meet and ride horses! Volunteer duties include signing in families, putting on safety helmets, assisting with mounting riders on horses, leading/guiding horses, side walking horses, creating certificates for riders, distributing hats, and track maintenance. Volunteers must be able to physically do each job to meet safety regulations.

Age Requirement: 14+ with an adult; 16+

**Mayor Clayton's Hare-Raising Halloween** – Trick or Treat! Help children celebrate Halloween all year long! Hand out candy on the trick or treat trail, decorate for the dance party, or assist kids with various Halloween themed arts and crafts! Don't forget to help clean up!

Age Requirement: 12+ with an adult; 16+

**Mayor Clayton's Surprise Birthday Party** – Surprise! Shhhh, it's a secret. Come help us wish Mayor Clayton's a "Happy Birthday" with cake, music, dancing, face painting and more on the Avenue of Angels at the House of Hearts stage. Birthday Party volunteers assist with decorating, event set-up, and event tear-down after the party.

Age Requirement: 12+ with an adult; 16+

**Ms. Merry's Enchanted Tea Party:** Care for a spot of tea? Our tea party is a royal affair, complete with beverages, sweet treats, and even some special guests. Join in the fun and serve tea to our families!

Age Requirement: 12+ with an adult; 16+

**Once Upon A Village** - It's a night of fantasy, adventure and fun. You can transform to become a pirate, a princess, a mermaid, or a knight for the evening! Volunteers set up, break down, assist in makeovers, and run the games and activities while encouraging children to join the fun.

Age Requirement: 12+ with an adult; 16+

**Village Idol** – Children get their moment in the spotlight and it's one to remember! Volunteers help by creating the atmosphere with crafts, dancing, pre-registering kids to perform, setting up and cleaning up the stage, ushering guests and facilitating an entertaining and show-stopping affair!

Age Requirements: 12+ with an adult; 16+

**Winter Wonderland** – Once a week, the Village turns into a Winter Wonderland as our friends from the North and South Pole descend on the Village. Volunteers assist with arts and crafts projects, playing Reindeer Games and dancing! Join the holiday party this Thursday evening!

Age Requirement: 12+ with an adult; 16+

**Winter Wonderland Setup** – Help create some behind-the-scenes Winter Wonderland magic! While wish families enjoy the Central Florida area, Santa's Elves come out to decorate the Avenue of Angels in preparation for the evening's festivities. Volunteers must be able to lift up to 25lbs.

Age Requirement: 12+ with an adult; 16+

**Winter Wonderland Parade** – Once a week, the Village turns into a Winter Wonderland as Santa arrives. Take part in the Winter Wonderland Parade by dressing head to toe in Village provided costumes, while interacting with families. Volunteers will be asked to assist with storing parade floats and decorations at the conclusion of the parade. Volunteers are asked to wear assigned costumes. Sizes are from small to X-large and women's shoe sizes are 5-13 and men's shoe sizes are 9-11.

Age Requirement: 12+ with an adult; 16+

*Must be willing to wear assigned costume*

**Santa's Meet and Greet** - Once a week, the Village turns into a Winter Wonderland as Santa arrives from the North Pole. Volunteers help Santa by greeting families, crowd control and distributing gifts. Join the holiday party this Thursday evening!

Age Requirement: 12+ with an adult; 16+

**Ready, Set, Think Game Show** – Come be a part of a fun, interactive trivia game show! Volunteers assist with games, crowd control, and event, while encouraging families to join in the fun.

Age requirement: 12+ with an adult; 16+

**MORE OPPORTUNITIES:**

*Additional training and background screening may be required for the following positions. Please see a Volunteer Services staff member for more information.*

**Airport Greeter** – The greeter is the very first impression the Wish Family receives from Give Kids the World. The Volunteer greets the Wish Family at the security exit at Orlando International Airport, escorts them to the baggage claim area and assists with the rental car or shuttle service process. Complimentary parking is provided.

Age Requirement: 18+

Special Requirements: Airport Greeter Training Session. Dress code requirements apply.

**Character Program Lead** – Want to be part of the Character Program, but not interested in being in costume? Be trained as a Bunny Buddy and assist characters during their shifts! Volunteers may be called for last-minute shifts or asked to fulfill a Buddy role while volunteering outside the Character Program. Buddies are requested for special events on and off property.

Age Requirement: 18+ with valid driver's license

Special Requirements: Character Shadow & Character Training sessions

**Character Program Characters** – Volunteers may fulfill the roles of our mascot – Mayor Clayton, Ms. Merry, and more. Experience is not required; roles vary depending on fit of costume and animation. Volunteers may be called for last-minute shifts or asked to fulfill a character role while volunteering outside the Character Program. Characters visit children in the Gingerbread House, interact at nightly events, and conduct Villa tuck-ins. Characters are requested for special events on and off property.

Age Requirement: 18+

Special Requirements: Complete Character Shadow & Character Training Sessions.

**Fishing Program** – Once a week, we have a volunteer teach our families how to fish at the Happy Harbor. This volunteer is responsible for gathering provided supplies, fishing poles and assisting our families.

Age Requirement: 16+

Special Requirements: Must have previous fishing experience.

**Front Desk** – This Guest Services position is responsible for checking in/out Wish Families, clerical duties and answering phones. Volunteers may also be asked to conduct Family Orientations.

Age Requirement: 18+ with valid driver's license

Special Requirements: Front Desk Training Session. Dress code requirements apply.

**Gift Givers** – The Gift Giving Volunteers assemble and distribute a daily gift to each villa. Volunteers also set up a welcome gift for each arriving wish family. Volunteers should be able to lift at least 15 lbs. GKTW staff will provide golf cart training and a signed acknowledgement form is required upon completion.

Age Requirement: 18+ with a valid driver's license

**Volunteer Services Administrative Assistant:** Administrative Assistants work in a professional setting, handling sensitive information, answering phones, assisting with clerical duties, and completing special projects and helping with special events. Previous experience preferred, but not necessary.

Age Requirement: 18+

**Memory Market Associate** – The Memory Market Associate is responsible for finding needed sizes and items, answering questions about pricing and merchandise, completing purchases, and ensuring the Gift Shop is neat and welcoming. Volunteers need to be comfortable working independently and entering data in a computer.

Age Requirement: 18+

Special Requirement: Memory Market Training Session

**Reservation Assistant** – This Reservation Assistant provides overall support to the Village Vacation Planning Services team by verifying received flight information and forms for upcoming wishes. The Reservation Assistant may also use our automated system to email wish-granting organizations to request needed forms and information pertaining to wish families. The Volunteer should be comfortable working on a computer and learning new computer systems. Previous database and office experience are preferred.

Age Requirement: 18+

Special Requirement: Reservation Training Session

**Digital Photographer:** – Our photographers capture special moments with our Wish Families during our nightly parties, character interactions and more! Equipment provided, but training session is required.

Age Requirement: 18+

**Digital Photography Assistant** – Our photographers couldn't capture once-a-lifetime memories without their trusty assistants! Photography Assistants follow each photographer and records the family's villa number when a picture is taken. This allows the families to receive the correct pictures on disc at the end of their stay.

Age Requirement: 16+

**Guest Services Runner** – The runner assists families with transportation to local destinations (Wal-Mart, local restaurant, pharmacy, etc.). During morning shifts, the runner assists heavily with administrative needs.

Age Requirement: 21+ with a valid driver's license

**AmTrak Greeter** – The greeter is the very first impression the Wish Family receives from Give Kids the World. The Volunteer greets the Wish Family at the Kissimmee Train Station and assists families with transportation to the Village.

Age Requirement: 21+ with a valid driver's license

**Special Events/Projects** – Groups of Volunteers are needed for annual special events and special projects. Groups can participate in our quarterly Landscape Work Days, annual Black & White Gala and Challenge for Hope, or complete special projects (including but not limited to painting, deep cleanings, weeding, pruning, etc.).

Age Requirements: 16+

**Warehouse Assistant** – This Volunteer assists the Warehouse staff with various duties depending on the needs of the department. Duties include, but are not limited to, filling requisitions, inventory, moving storage items, stuffing pillows, removing price stickers, assisting with shipping and receiving, and delivering medical equipment.

Age Requirement: 18+ with a valid driver's license

Special Requirement: Volunteer must be able to lift 25 lbs. or more.

### **Other Areas**

- Village Ambassador Program – provide Village tours, community presentations, work community events and spread awareness about GKTW
- Facilities Assistant – assist with vehicle maintenance, painting, carpentry, electrical, A/C, vacuum repair, landscaping
- Entertainment (i.e. clowns, professional face painting, magicians, dancing groups, singing groups, caricature artists, pet therapy, etc.)
- Data Entry – assist staff with data entry projects. Volunteers need to be computer literate and preferably familiar with Excel and/or databases.

Volunteer opportunities are subject to change. For assistance with your volunteer opportunity, please contact Volunteer Services at (407) 396-0770 or email [volunteer@gktw.org](mailto:volunteer@gktw.org). Volunteer Services is open daily between 7am and 10 pm.