



Teen Ambassador Position Description

Position Title: Teen Ambassador

Program Summary: Teen Ambassadors ensure a welcoming and positive atmosphere at Chatfield Farms by engaging guests in relevant conversations, providing appropriate and accurate information, and offering direction as needed. Teen Ambassador's work closely with the Volunteer and Visitor Services staff and adult Ambassador volunteers to deliver the best customer service experience possible.

Chatfield Ambassador Rotating Shifts

1. **Visitor Center** – If there is only one ambassador, please assist the Visitor Center by touching base with visitors outside of the visitor's center, providing them maps, answering questions and acting as a buffer for the front desk so that they don't get too crowded inside.
2. **Hildebrand House**- If there are two ambassadors, please have one stationed at the Visitor Center and one in the Hildebrand Ranch House. When you go to the house please remember to bring a walkie-talkie with you so that you can keep in touch and rotate to the Visitor Center as desired, but make sure that the house is *never* left unlocked and unattended.
3. **Roving**- If there are three volunteers, you may have one rove the grounds, carrying the roving binder and a walkie-talkie at all times, also rotating this position with other ambassadors as desired.
4. **Second Hildebrand Host**- When we are lucky enough to have 4 amazing ambassadors we can have two volunteers stationed at Hildebrand Ranch House to help with crowd control on those busy days. Only one walkie-talkie is needed at Hildebrand and keep in mind to rotate to Visitor Center or roving position as desired.

Length of Commitment: June through July, with possible extension into mid-August or beyond. Shifts are available from 10 a.m. - 2 p.m. on Thursday-Sunday only, and volunteers will commit to one weekly reoccurring shift (e.g. every Friday).

Purpose of Position: To create a memorable and exciting experiences for Chatfield Farms visitors through exceptional customer service.

Key Responsibilities:

- 1) Ensure a welcoming atmosphere for all Chatfield Farms visitors.
- 2) Provide accurate information or direct visitors to proper resources
- 3) Provide way-finding

Qualifications:

- Friendly demeanor, outgoing, and flexible
- Excellent communication skills
- Proactive problem-solver who is comfortable seeking out visitor contact
- Enjoys engaging with diverse audiences
- Good range of physical motion: standing, kneeling, walking, bending, etc.
- Ability to stay calm in high stress situations
- Ability to work both independently and within a team
- Professional attitude and appearance
- Knowledge of Gardens and surrounding area (or willingness to learn)
- Previous experience in customer service (or willingness to learn)
- Bilingual a plus

Training: Training is required; new Teen Ambassadors will be trained in one of two ways:

- 1) Attend a New Ambassador Training (date TBD)
- 2) Review the position with staff and shadow an experienced Ambassador

Additional educational opportunities may be provided and are highly encouraged.

Program Requirements: One shift per week is required. If a teen must miss a shift because of vacation or illness, he/she is encouraged to make up any missed time by picking up another shift if possible.

Age Requirement: 13-17

Reports to: Marissa Page, Volunteer Coordinator

Location: Denver Botanic Gardens Chatfield Farms, 8500 West Deer Creek Canyon Road, Littleton, CO 80128