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.

Teen ambassador will be a roving position that walks the property assisting guests by answering questions and giving directions. The teen ambassadors will also play a role in checking in at the butterfly house at Chatfield and ensuring that other ambassadors on property have had adequate breaks.

**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/or shadow an experienced Ambassador

Additional educational opportunities may be provided and are highly encouraged.

Program Requirements: In order to apply for this position, teens must be at least 13 years of age as of May 31, 2020. Once selected, 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