Teen Volunteer Position Description

Position Title: Teen Ambassador

Program Summary: Ambassadors ensure a welcoming and positive atmosphere at Denver Botanic Gardens by engaging guests in relevant conversations, providing appropriate and accurate information, and offering direction as needed. Teen Ambassadors will work closely with the adult Ambassadors and Visitor Services staff to provide a welcoming, informative introduction to the Gardens for visitors and to make certain the ticket purchasing process is as professional and expedient as possible.

Length of Commitment: The Teen Ambassador program runs from June through July, with possible extension into mid-August. Shifts are from 12:30-4:30 p.m. throughout the week, and volunteers will commit to one weekly reoccurring shift (e.g. every Wednesday).

Purpose of Position: To create a memorable and exciting experience for Gardens visitors through exceptional customer service.

Key Responsibilities:

1) Ensure a welcoming atmosphere for all Gardens visitors
   • Welcome visitors at Bonfils-Stanton Visitor Center and other points of entry
   • Intuitively predict needs of our visitors and be comfortable approaching them to offer help
   • Greet guests and suggest highlights to visit
2) Provide accurate information or direct visitors to proper resources
   • Become knowledgeable about the Gardens, its history, its mission, the site layout, exhibitions, events, and programs
   • Become aware of the resources available to direct visitors if answer is unknown
   • Assist guest with ticket kiosks and Gardens Navigator station
   • If staffing allows, rove the Gardens answering questions and assisting guests
3) Provide way-finding and crowd control
   • Assist Visitor Services by organizing ticket purchasing lines at the different points of entry/egress
   • Direct/accompany guests to the desired locations within the Gardens

Qualifications:

- Friendly demeanor, outgoing, and flexible
- Excellent communication skills
- Proactive problem-solving
- Comfortable seeking out visitor contact
- Enjoy 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
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- Knowledge of Gardens and surrounding area (or willingness to learn)
- Customer service experience not required but helpful
- Bilingual skills a plus

Training: Teen Ambassadors will be trained in one of two ways:

1) Attend New Ambassador Training (date TBD)
2) Be trained individually by a Lead Ambassador volunteer

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: Molly Sullivan, Visitor Services Assistant Manager

Location: York Street