



UNITED STATES BOTANIC GARDEN

Garden Ambassador

Team Assignment: Public Programs

Reports to:

- Elizabeth Barton, Volunteer Coordinator
- Visitor Desk Point of Contact (VIS POC)

Purpose: Garden Ambassadors engage Garden visitors and provide information about daily and seasonal activities taking place at the U.S. Botanic Garden.

Primary Responsibilities:

- Create a welcoming atmosphere for visitor interaction and questions
- Effectively and accurately communicate information to visitors about wayfinding and current programming
- Carry out daily Visitor Desk tasks as assigned
- Maintain order and neatness of desk set-up

Qualifications:

- Interest in serving the general public and comfort with interacting with a variety of audiences
- Ability to be courteous, respectful and patient with visitors
- Good oral communication skills
- Cooperative nature, including the ability to accept instruction and correction
- Ability to adapt quickly to changing circumstances
- Diplomatic, grace under pressure
- Professional manner and appearance

Training Provided:

- Two training shifts with Public Programs employees and/or experienced Garden Ambassadors
- Access to the Garden Ambassador Manual

Time Commitment:

- 4-hour shifts: 9:45 a.m.-1:45 p.m. or 1:15-5:15 p.m.
- Weekday and weekend shifts available, coordinated with USBG staff in advance
- Preference given to volunteers who can commit to a regular weekly schedule
- 100 hours a year (USBG volunteer commitment)

Benefits:

- Opportunities to participate in continuing education at the Garden
- Participation in horticulture in-service training programs offered to volunteers in Washington D.C. area
- Participation in USBG-sponsored volunteer appreciation events