

Garden Ambassador



Team Assignment: Learning & Engagement

Reports to:

- Volunteer Coordinator
- Onsite Visitor Experience Lead (VX Lead)

Purpose: Garden Ambassadors welcome Garden visitors, provide wayfinding assistance, and direct visitors to daily and seasonal happenings at the U.S. Botanic Garden.

Location: USBG Conservatory, stationed within the welcoming areas of the Terrace, Lobby, Garden Court, and information desk

Primary Responsibilities:

- Create a welcoming atmosphere for visitor interaction and questions
- Effectively and accurately communicate information to visitors about wayfinding and current happenings, including exhibits, programs, and garden highlights
- Maintain order and neatness of lobby set-up

Qualifications:

- Interest in serving visitors
- Comfort 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
- Professional manner and appearance, including USBG uniform

Training Provided:

- Introduction to role and responsibilities (approximately 1 hour, online)
- Content training with Volunteer Coordinator
- Onsite walk-through and Q&A session
- Access to the Garden Ambassador reference manual
- Intermittent feedback with Volunteer Coordinator or other visitor services employees

Time Commitment:

- 2-hour shifts, volunteer may sign up for more than one shift in a day
 - Morning, 9:45 a.m.- 12 p.m.
 - Midday, 12 p.m. – 2 p.m.
 - Afternoon, 2 p.m. – 4:15 p.m.
- Weekday and weekend shifts available
- Recurring weekly schedule is preferred, but we welcome intermittent volunteering as well
- **At least two shifts per month**

Benefits:

- Opportunities to participate in continuing education at the Garden
- Participation in USBG-sponsored volunteer appreciation events