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
    o Morning, 9:45 a.m.- 12 p.m.
    o Midday, 12 p.m. – 2 p.m.
    o 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