



# UNITED STATES BOTANIC GARDEN

## Garden Ambassador

**Team Assignment:** Public Programs

**Reports to:**

- Elizabeth Barton, Volunteer Coordinator
- Information 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 information desk tasks including restocking brochures, answering phones, and making public announcements
- 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
- Professional manner and appearance, including USBG uniform

**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
  - Morning, 9:45 a.m.-1:45 p.m.
  - Afternoon, 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
- At least two shifts per month

**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