Volunteer Job Description: GARDEN AMBASSADOR 2020 (REVISED FOCUS*)

Basic Duties

• Greet and welcome visitors to the gardens at Matthaei Botanical Gardens, with a focus on the Bonsai collection and the Great Lakes Garden*, due to increased visitor engagement and interpretation needs in these two areas
• Provide general information about the other gardens and other outdoor points of interest near the garden areas including trails, etc.
• Answer basic questions regarding Matthaei-Nichols including visitor etiquette, events, community education, youth & family programs and volunteering.
• Assist visitors with more difficult questions by filling out “Ask the Expert” cards or providing resources such as brochures or web information.
• Provide post-shift feedback regarding visitor interactions & site related observations.

Training & Continuing Education

• Attend initial spring training
• “Shadow” an experienced ambassador for one shift prior to volunteering alone.
• Attend continuing education sessions during peak visitor season as available.
• Attend spring training/kick-off prior to each season in order to maintain active status.

Commitment

• In return for training and ongoing education, we ask that each Ambassador commit to 2 shifts per month during the peak visitor season May – September.
• SHIFTS – 2 hours in duration
  o Saturday and Sunday ONLY - 12:00-2:00 pm, 2:00-4:00pm, 4:00-6:00pm, 6:00-8:00pm
  o Weekday Evenings (M-F) ONLY** - 4:00-6:00pm, 6:00-8:00pm
**evening hours and these later shifts are only in effect Memorial Day – Labor Day
• Additional Shift Times TBD - when Special Events or other public opportunities present themselves for increased shifts/time we will let volunteers know via email in advance

Qualifications

• Genuine interest in the Matthaei-Nichols mission, property and programs.
• Ability to represent Matthaei-Nichols in a professional manner.
• Ability to communicate well with staff regarding availability and schedule.
• Interest and ability to work well with a diverse population of visitors.
• Enthusiasm for learning and sharing information with others.

Supervision

The Garden Ambassador is a representative of the Visitor Services Department. Garden Ambassadors will receive regular supervision from the Visitor Services Manager. The Visitor Services Team Members, Volunteer Coordinator and Horticulturists will provide additional support & education.

• Andy Traugh, Visitor Services Manager – (734) 647-7860 atraugh@umich.edu
• Visitor Services Department (Front Desk) – (734) 647-0150
• Christine Chessler-Stull, Volunteer Coordinator – (734) 647-8528 cmchess@umich.edu

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