Volunteer Job Description: GAFFIELD CHILDREN’S GARDEN (GCG) AMBASSADOR 2020

Basic Duties
● Greet and welcome visitors to the Gaffield Children’s Garden at Matthaei Botanical Gardens
  o Offer Interpretation and guidance as needed for visitors and larger groups
    ▪ Greet large groups and encourage advanced notice for planned trips
  o Facilitate creative nature play and orient visitors to areas of the GCG such as mud play, sand box, tasting garden, and builder’s garden
  o Set up ephemeral play materials as appropriate, note items in need of maintenance
  o Assist MBGNA staff in maintaining expected behavior and safety
● Provide general information about the other garden spaces and outdoor points of interest, including walking trails that families and larger groups may explore.
● Answer basic questions regarding Matthaei-Nichols including visitor etiquette, events, community education, youth & family programs and volunteering.
● Perform light horticulture work such as weeding, pruning, and other tasks during “down time.”
● Provide post-shift feedback regarding visitor interactions & site related observations.

Training & Continuing Education
● Attend initial spring training
● Attend continuing education sessions and workshops 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 of families and summer camp trips; May – August.
● SHIFTS – 2 hours in duration
  o Weekdays Only:
    ▪ Tues, Wed, Thurs – 10:00am-12:00pm, 12:00-2:00pm
    ▪ M, F (afternoon shifts only) – 12:00-2:00pm

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

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

● Andy Traugh, Visitor Services Manager – (734) 647-7860 atraugh@umich.edu
● Lee Smith Bravender, GCG Coordinator – (614) 795-1967 lasb@umich.edu
● Visitor Services Department (Front Desk) – (734) 647-0150
● Christine Chessler-Stull, Volunteer Coordinator – (734) 647-8528 cmchess@umich.edu

Updated 1-2020