Volunteer Opportunity Description:  *Arboretum Ambassador*

**Description/Purpose**
Help people find their way through our vast and beautiful gardens and stay in touch with our security team to ensure a good time for all. *Please note that training will not take place until May. We are trying to get an idea of the # of people interested so we can plan training most effectively*.

**Responsibilities/Tasks**
Enjoy the Arboretum grounds on our trails, in our gardens, and along three mile drive. You’ll be outdoors, so please bring any appropriate gear for the weather (sunscreen, raincoat, hat, etc.) Volunteers must wear their name badges and may be required to wear vests.

**Required Skills**
Familiarity of Arboretum grounds is a must! This is a great opportunity for those who have explored the Arboretum for years, or are excellent map readers and topography experts. Personal qualities: able to initiate conversations with strangers, observant, polite, instinctive understanding of social cues. Please be comfortable using a radio or be willing to be trained doing so. May require use of a cell phone.

**Time Commitment and Schedule Details**
May through October Ambassadors will be on the grounds Friday, Saturday, Sunday, and every third Monday. Shifts are flexible in start time and duration. Volunteers will be able to sign up online for their preferred shifts. Due to the intensive training, we would like each volunteer to commit to a minimum of six shifts, at least two hours per, for the 6 month duration of the program take you for a brief tour so you can visualize the work you will be doing. First Aid and CPR training course coming up on June 8th for those who are not already certified. If certified, please provide proof. Please see Training Schedule and location on second page.

**Benefits/Impact**
You will help revolutionize the way we interact with our guests. As we grow and introduce these beautiful spaces to new guests, we will need you to help them find the best spots, their way back to the visitor center, or call for help when someone is too remote to help themselves. You’re the friendly, knowledgeable face of the MN Landscape Arboretum.

**Work Environment:**

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<th>Indoors</th>
<th>Lifting</th>
<th>Outdoors</th>
<th>Working individually</th>
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<td>Sitting</td>
<td>Working with children</td>
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**How to Apply for this Opportunity**
*All eligible volunteers must have completed and be up to date on their background check, safety of minors training module, and have a signed Volunteer Agreement and Release on file with the Volunteer Center. If you are eligible for this opportunity, please contact the Volunteer Center*

**Staff Supervisor & Contact Information**
Volunteer Center  [volopp@umn.edu](mailto:volopp@umn.edu) or 612 301-1738
**Arboretum Ambassador**

Two Day Training: Wednesday, June 7th from noon to 4 p.m. in the Teaching Classroom and Pollinator Center, then June 8th from 9 a.m. to 2:30 p.m. First Aid Training ($40 value - free for you)

We'd like to add 10 more people to our roster! If you're already CPR and First Aid Certified, and that certification is current, you do not need to attend the June 8th training. Please RSVP to volopp@umn.edu to reserve your spot on the tram. Training schedule below:

**June 7th**

**Schedule:**
- **Noon:** Join us for a tram ride and see our grounds. Please meet 10 minutes early at the Information Desk in the Oswald Visitor Center. See what visitors are seeing during their visit.
- **1:00 p.m.** break
- **1:15 p.m. - 4:00 p.m.** Teaching Classroom in the Oswald Visitor Center Hear from several Arboretum employees about what you can expect from us, and what we hope for from you as an Ambassador.
- **1:15 to 1:30:** Welcome and MN Landscape Arboretum: Updated Mission, Strategic Plan, Highlights for 2017
- **1:30:** What are the most common questions from guests? What do Arboretum Tour Guides do, and how do we let guests know when they can take a tour?
- **1:50 p.m.** 2017 Summer Exhibits
- **2:00 p.m.** Checking in and out for a shift, who is your contact person?
- **2:10 p.m.** Engaging guests/Customer Service
- **2:25 p.m.** What to do when the weather changes and other emergencies; using radios
- **2:45 p.m.** Transport to the Bee and Pollinator Center
- **3:00 p.m.** Tour of Bee and Pollinator Center and overview of upcoming classes at the Learning Center and Pollinator Center
- **3:40 p.m.** Wrap up and thank you
- **3:45 p.m.** Transport back to OVC

**June 8th**

9 a.m. - 2:30 p.m. in the Snyder Auditorium CPR/AED/First Aid certification class. If you're able to prove current certification status, you may skip this part of the session.

*All Arboretum Volunteer opportunities are reserved for registered and active Arboretum Volunteers. All volunteers go through an orientation and screening process prior to applying for opportunities. Learn [HOW TO BECOME A VOLUNTEER](#) or call the Volunteer Center at 612-301-1203 to get started.*