

# Outdoor Garden Ambassador Volunteer Position Description



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**Goal of the Position:** To engage and inform visitors of various Garden areas as well as specific plants featured at GBBG.

**Location:** Various stations throughout the outdoor display Gardens. Garden Ambassadors are stationed throughout various gardens during the growing season, on specifically busy days, evenings and weekends. Garden Ambassadors are stationary and serve as a source of information for the Garden visitor. This information may include plant identification, garden location information, general event information and more.

**Responsibilities:**

- Participate in docent training and update meetings prior to each season
- Observe multiple tours with multiple guides before becoming an Ambassador
- Have sufficient knowledge of Garden's history, visitor and education center, individual garden areas, plants of interest and promotional information to engage visitors and answer various questions
- Have a basic understanding of common horticulture terms and practices.

**Qualifications:**

- Enthusiasm for interacting with Garden visitors
- Ability to communicate effectively and clearly
- Dependable and timely
- Ability to stand for 2-3 hours at one time in various weather conditions

**Dress:**

- Wear comfortable, professional clothing appropriate for working outdoors and with groups of visitors. Nametags will be provided.
- Always wear sturdy shoes or sandals.

**Orientation/Training:**

- General orientation to Green Bay Botanical Garden and an initial volunteer program overview with the Volunteer Manager
- Docent training is done on-site with GBBG Education staff at the beginning of each season. Ambassadors will learn about the Garden's history, visitor and education center, individual garden areas, plants of interest and promotional information.

**Time Commitment:**

Seasonally as needed, during specifically busy days, evenings and weekends

**Staff Contact:** Kelle Hartman, Children & Family Educator, at (920)-491-3691 x 107 or

[khartman@gbbg.org](mailto:khartman@gbbg.org)

Linda Gruber, Education Manager, at (920) 491-3691 X 122 or [lgruber@gbbg.org](mailto:lgruber@gbbg.org)

## Volunteer Appreciation at Green Bay Botanical Garden

GBBG values its volunteers and makes every effort to provide timely volunteer recognition. All staff and volunteers responsible for volunteer supervision are encouraged to undertake on-going, informal methods of recognition of volunteer service. These methods range from "thank you's" to a concerted effort to include volunteers as participants in program decision-making and implementation.

In addition, volunteers who contribute **25 or more hours** between January and December (previous calendar year) qualifies them for a "Volunteer Appreciation Card" handed out at the Volunteer Season Kick Off event in Spring.

### **Our GBBG Appreciation Program consists of:**

- ✓ **25 Volunteer Hours over 3 months:**
  - Permanent GBBG nametag to be worn while volunteering
  - Free annual gift given at our Volunteer Appreciation event (must be present)
  - Annual recognition in an issue of the GBBG newsletter
- ✓ **50 Volunteer Hours:** all the above plus:
  - a 15% discount at our WPS Trellis Gift Shop (this is an additional 5% discount from the 10% membership discount given – must present card at time of purchase)
- ✓ **75 volunteer Hours:** all of the above plus:
  - 2 general admission complimentary GBBG passes (not including Special Events)
- ✓ **100+ Volunteer Hours:** all of the above plus:
  - Free admission to 2 GBBG lectures/classes during a calendar year (no carry over) with a maximum member fee of \$9. Volunteers must pre-register by the class deadline and present this card at class check-in. Number of volunteer registrants is limited so register early!

Finally, and most importantly, many GBBG volunteers explain that their greatest reward comes from helping others. The personal and professional growth, the challenges and the friendships from volunteer experiences are life-long rewards. The opportunity to be of service to others is important to all volunteers.

If you are volunteering for the Garden as part of a group, for example, with your service club, church group, retirement organization or the like, the hours you contribute in that endeavor will accrue to the group and not to each individual member of the group.

If you have questions about your benefits or hours, please contact:  
Anne Basten, Membership & Volunteer Manager  
Green Bay Botanical Garden, 2600 Larsen Road, Green Bay, WI 54303  
920-491-3691 X105, [abasten@gbbg.org](mailto:abasten@gbbg.org) [www.gbbg.org](http://www.gbbg.org)