



Position Description

Position Title: Ambassador Volunteer

Department: Volunteer & Training Operations

Direct Report: Christianna Mihaiu, Community Event Specialist

I. Position Summary

An Ambassador Volunteer will expose the community to the Georgia Aquarium Experience through interacting and engaging guests at off-site booths. The Volunteer will exhibit, foster and cultivate the Georgia Aquarium Professional Expectations and Hospitality Philosophy.

II. Responsibilities:

1. Extend hospitality to guests: provide a warm and welcoming atmosphere at the event booth by providing information and educating them about Aquarium, animals, programs, and volunteering
2. Motivate others to become involved with everything the aquarium has to offer and opportunities within the Aquarium
3. Assist in minor event set up/break down
4. All events shifts require standing and may require minor lifting
5. Perform other duties as workload necessitates

III. Qualifications:

1. Enthusiastic and positive attitude
2. Ability to interact properly with booth guests
3. Completion of 32 hours on the floor
4. Complete *Training: 121 Hospitality- Excellence and Interaction Training*
5. Complete *Training: 126 Ambassador Workshop*
6. Must be able to stand for up to 5 hours with reasonable accommodations

IV. Description of Activities:

1. 1 week before the event you receive an e-mail from the Volunteer Programs office, with a Volunteer Event Summary that will give you details of the event, contact information for the Captain of the event, Directions to the location, Parking arrangements, booth location, etc.
2. When you arrive at the event, depending on what the e-mail specifies, you will either pick up a vendor pass from a registration booth or just meet at the booth. When you get to the booth, make sure that there is a fresh sign-up sheet on the clipboard, all the brochures are well stocked, and any special items we have, such as coupons or BTS raffle, are present.
3. During the event volunteers will take direction from the event Captain.

V. Uniform Requirements:

1. Acceptable shirt styles include the polo (short and long sleeved), the button up polo, the button up Oxford shirt and the volunteer t-shirt. Acceptable color is navy
2. All shirts should be tucked in except for the women's polo (button up polo or non-button polo).
3. Pants shall be navy, khaki, black, and charcoal grey. Solid colors only; please no designs or patterns. Also, denim and "cargo" pants are unacceptable. This means no side pockets on or below the knee.
4. Shorts knee length or lower can be worn, Acceptable colors navy, khaki, black, and charcoal grey
5. Acceptable outerwear includes the soft shell jacket, the navy reversible vest, the cardigan sweater (zip up and button), and the cardigan vest (zip up). These items shall be in navy blue. If you wear a jacket or

sweater, you should have collared uniform shirt underneath it. Other approved GAI gear (i.e. GAI visor/hat)—no sunglasses please!

6. Shoes shall be closed-toe with a full heel in black or dark brown and uniform in color. Running shoes are acceptable.
7. Name tags are mandatory and must be worn on the outermost layer of clothing on the right hand side of your uniform at all times. Please do not add decorations or other adornments to the name tag.
8. All uniforms shall be neat in appearance and not showing excessive wrinkles. Please iron or have your uniforms pressed before coming to work to present a neat appearance.
9. Uniforms that are faded or stained should be retired.

VI. Professional Expectations:

1. **Safety & Security**
 - a. All Team Members are required to adhere to all Georgia Aquarium safety and security standards.
2. **Courteous and Welcoming Posture**
 - a. We create a welcoming and positive atmosphere that is indispensable as we strive to create memorable guest experiences.
3. **Professional in Uniform and Grooming**
 - a. We look the best we can to ensure we deliver nothing less than professional hospitality and customer service.
4. **Acknowledgement of the Guest**
 - a. We recognize it is exceptional service that will bring our guests back and it begins with a greeting that shows we are approachable and eager to assist.
5. **Anticipation of the Guest**
 - a. We are ready to provide exceptional service to our guests through well prepared, confident Team members.
6. **Teamwork**
 - a. We understand we have one chance to make a good first impression and it takes the efforts of all of us to guarantee this happens.
7. **Knowledge of Aquarium**
 - a. We will meet and exceed our guests' expectations when we have knowledge of the Aquarium.
8. **Ownership of Responsibilities**
 - a. We take pride in our Aquarium by being accountable for our actions and the guests' perception of the facility.
9. **Thank the Guest**
 - a. We realize the way to seal our relationship with our guests is to show our appreciation through common courtesy.

VII. Georgia Aquarium Values:

Respect, Teamwork, Integrity, Accountability, Hospitality, Innovation, and Fun.