VOLUNTEER POSITION DESCRIPTION

Position Title: Trail Ambassador

Primary Contact: Libby Zazzera, Volunteer Engagement Specialist
Work Location: Check in/Out at the Presidio Visitor Center, hike on Presidio trails and sidewalks
Volunteer Duration: Volunteers are asked to commit to one year in the position
Minimum hours per month: 2, two-hour shifts a month
Age Requirement: Over 18 years old

JOIN US!
Are you passionate about parks, hiking, exploring, and interacting with people? Join like-minded volunteers and park professionals to help share the Presidio, while getting great exercise and a dose of nature! We are looking for Trail Ambassador volunteers.

POSITION OVERVIEW
We are seeing Trail Ambassadors who are excited and curious to learn and explore the Presidio and help a broad range of individuals and groups do the same. Trail Ambassadors have a passion for hiking and enjoy interacting with the public. Trail Ambassadors provide a welcoming and informed presence on Presidio trails including high visitor use areas of the park, such as the Main Post. There will be a range of route options available for Ambassadors – from urban trails to more rugged trails. Trail Ambassadors serve as ambassadors for the entire Presidio, helping to encourage the public to explore this unique national park. After completing the initial training, Trail Ambassadors may participate in additional trainings to further develop skills to co-lead tours and hikes.

Presidio Tunnel Tops will be a new 14-acre park destination where visitors will connect with nature, where kids will play and grow, and where all of us will be inspired by 360-degree views that were never before possible. The Presidio Trail Ambassadors will play a key role in helping to welcome visitors to this new area of the park.

KEY RESPONSIBILITIES

- Greet and welcome the public to the Presidio
- Answer questions about the Presidio, the Presidio Trust, the Presidio’s trail network, partner organizations, and the Golden Gate National Recreation Area
- Interact with the public in a professional, friendly, informative manner that represents the Presidio Trust in a positive way
- Assist with visitor tracking and feedback using tablet technology
- Provide feedback about your volunteer experiences to park staff
- Support and co-lead guided walks
- Support periodic public programs and guided hikes, including greeting visitors, presenting information, and staffing information tables or the Roving Ranger (mobile trailhead)
- Become knowledgeable about the Presidio including its history, projects, programs, dining options, lodging, museums, art exhibits/installations, landmarks, natural resources, the locations
of restrooms and water, schedule and stop locations for the free PresidiGo shuttle system, relevant MUNI routes, and other visitor services and programs

- Develop a thorough understanding of the Presidio’s trail network to include mileage, time, difficulty, and fastest routes to key visitor destinations, scenic routes, and scenic overlooks in order to help visitors with wayfinding, orientation, and to suggest hiking or cycling options
- Track your volunteer shift hours and independent hours using tablet technology
- Carry print materials about Presidio offerings, including maps of the park, and interpret them for park visitors

**COMMITMENT EXPECTED**

- Two, 2-hour shifts/month on weekends for at least one year. *Trail Ambassadors can be out on the trail anytime the Presidio Visitors Center is open Monday-Sunday; 10 am – 5 pm*
- Attend initial volunteer open house/orientation
- Complete all initial training sessions
- Complete a minimum of two enrichments/continuing education events per year

**REQUIRED**

- Ability to represent the Presidio Trust in a professional and positive manner
- Excellent interpersonal, public speaking and communication skills
- General interest in the Presidio, hiking, and the Presidio trail network
- Comfortable standing and walking for several hours at a time, while carrying a bag of collateral materials (maps, brochures, etc.)
- Establish and maintain effective working and cooperative relationships with members of the public, staff, interns and other volunteers
- Ability to hike up and down steep grades on typical hiking trail treads
- Ability to read maps and provide directions and have good way finding skills
- Access to email and a computer for communication and to access online training materials
- Willingness to wear Presidio Trust volunteer attire, including a vest, jacket, hat and nametag
- Positive attitude
- Reliable
- Bilingual language skills a plus

**TRAINING**

Training is provided and consists of a series of 4-6 sessions on weekday nights and weekend days. Training will be provided by the Presidio Trust and various partners. Core content topics include: Presidio history, general Presidio information, customer service, and working with different audiences. Additional information, resources and training can include: art in the Presidio, guided walks, working with youth, background reading, shuttle tours and other activities. Resource materials will be provided.

Trail Ambassadors are required to attend one shadow shift before the training begins and two shadow shifts after training is completed with an experienced Art Docent or Presidio Trust staff member.

Once the above training and shadow shifts are completed, Trail Ambassadors will be invited to participate in additional training to learn how to co-lead the 2.7-mile *Goldsworthy in the Presidio* Guided Art Hike.
Enrichment opportunities are offered monthly after the initial training sessions to promote continued learning. Enrichment opportunities explore themes relevant to the volunteer position including behind-the-scenes tours, talks with park specialists, or enjoying social time with other volunteers, staff, and partners.

**BENEFITS**

- Support your national park
- Become an actively engaged volunteer who makes a difference
- Opportunity to expand your knowledge of the Presidio, serve different audiences, learn about Presidio-based art, and learn more about many other visitor-oriented experiences.
- Assist local, national and international visitors develop a better understanding and enjoyment of the park
- Improve your health by being outdoors and active
- Make new friends and join a growing volunteer community dedicated to stewarding the Presidio and making it a welcoming place for park visitors

**TO APPLY**

Fill out a volunteer application [here](mailto:). Questions? Contact [volunteer@presidiotrust.gov](mailto:volunteer@presidiotrust.gov) or call 415-561-5332.

**ABOUT THE PRESIDIO + THE PRESIDIO TRUST**

Guardian of the Golden Gate for more than 200 years, the Presidio of San Francisco is a place of service and possibility. Now a distinctive part of the national park system, this magnificent American landmark invites visitors to be inspired by its beauty and to participate in a variety of programs that draw on its history and natural resources. The Presidio is also home to a vibrant community of people who work and live in the park. The Presidio is part of the Golden Gate National Recreation Area, one of the world’s largest national parks in an urban setting, spanning over 80,000 acres north and south of San Francisco’s Golden Gate.

The Presidio Trust is an innovative federal agency created to save the Presidio and transform it for a new national purpose. The Trust's vision is that the Presidio will be forever a public place: vital to the Bay Area, important to all Americans, and recognized for achieving broad benefits for the nation. To learn more, visit [www.presidio.gov](http://www.presidio.gov). Trail Ambassadors support the Presidio Trust Visitor Engagement Department which oversees public programming and events intended to welcome the public and provide meaningful and memorable park experiences to people of all ages and backgrounds. Specifically, the Visitor Engagement team oversees art, recreation & wellness, interpretation, education, signature outdoor events and community programs. The team also manages special park uses/permitting, and the Presidio Visitor Center in partnership with the National Park Service and Golden Gate National Parks Conservancy.

**ABOUT PRESIDIO TRAILS**

The Presidio has 1,500 acres to exercise, play, and get away from it all. The park’s network of 24 miles of trails and 15 miles of bikeways offers many different experiences - from the sandy bayshore to the rugged coastal bluffs to enchanting forests and creeks to historic sites and iconic views. Some paths, such as the California Coastal Trail, Bay Area Ridge Trail, Bay Trail and the Juan Bautista de Anza National Historic Trail, are part of regional, state and even international trail networks - connecting to open spaces throughout the Bay Area and as far as Mexico and the Oregon border.