Visitor Engagement - Volunteer Position Description

Position Title: Welcome Ambassador

Primary Contact: Libby Zazzera, Volunteer Engagement Specialist
Work Location: The Presidio Officers’ Club and the Presidio Visitor Center
Minimum hours per month: Volunteers are asked to commit to giving 2, three hour shifts a month
Project Duration: Volunteers are asked to commit to one year in the position
Age Requirement: 18

Are you passionate about parks, history, trails, art, and interacting with the public?
Join our dynamic team and help share the Presidio with others! We are looking for Welcome Ambassadors who are excited to engage with a broad range of individuals and groups in welcoming the public to explore the Presidio.

POSITION OVERVIEW
We are looking for individuals who are excited to engage with a broad range of individuals and groups in welcoming the public to explore the Presidio. The Presidio Trust is looking for enthusiastic individuals who have a passion for the Presidio’s natural and cultural history, and a desire to share their knowledge with visitors at the Presidio Visitor Center and the Presidio Officers’ Club welcome desks. The primary focus of the Welcome Ambassadors is to assist with general orientation, trip planning, understanding park amenities, and public programming. Welcome Ambassadors provide a friendly and informed presence at both locations and encourage the public to explore this unique national park.

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 Welcome 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, Presidio Trust, and the Golden Gate National Recreation Area
• Interact with the public in a professional, friendly, and informative manner
• 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, accessibility features, and other visitor services and programs
• Assist with visitor tracking using clicker and tablet technology
• 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
• Support periodic public programs including greeting visitors, helping to support an evening lecture or other events which may include large groups of people, and staffing information tables
• Track your volunteer shift hours and independent hours using tablet technology
• Provide feedback about your volunteer experiences to park staff
COMMITMENT EXPECTED
• Two 3-hour shifts/month during peak visitor use days and hours (including weekdays, weekends and holidays) for at least one year
• Attend volunteer orientation/open house
• Attend initial training program
• Attend two shadow shifts prior to the completion of training
• Attend a minimum of two enrichments and/or continuing education events each year

REQUIRED
• Ability to represent the Presidio Trust in a professional and positive manner
• Excellent interpersonal, public speaking, active listening, and communication skills
• Establish and maintain effective working and cooperative relationships with public, staff, and other volunteers
• General interest in the Presidio and its rich history
• Comfortable standing and walking for several hours at a time at the Visitor Center as well as being comfortable sitting for several hours at the Officers’ Club
• 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
• Willingness to work at both the Presidio Visitor Center and the Presidio Officers’ Club welcome desk
• 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 cultural 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.

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

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, serving different audiences, Presidio-based art, and 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 all park visitors
TO APPLY
Fill out the volunteer application here. Questions? Contact 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. Welcome Ambassadors support the Presidio Trust’s 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 THE PRESIDIO VISITOR CENTER
Opened in February 2017, the Presidio Visitor Center (PVC) is a state of the art, interactive welcome center housed in the former Main Post guardhouse (circa 1900). It is located on Lincoln Boulevard between Montgomery and Graham Streets in the “heart” of the Presidio in the Main Post. The PVC is a collaborative effort of the National Park Service, the Golden Gate National Parks Conservancy, and the Presidio Trust. Representatives from each organization, seek to welcome one and all to enjoy their national park. The PVC is open 7 days a week, 10am-5pm. The PVC houses a variety of multi-media and tactile exhibits focused on orienting first-time park visitors to the Presidio, viewing and program areas, changing exhibitions and opportunities for interactive experiences. It is the launch pad for a variety of outdoor interpretative walks/talks and other free public programming. It also offers visitor-oriented retail including park gear, guidebooks and other interpretative retail and eco-friendly merchandise. Located adjacent to the Presidio Transit Center at the edge of the future Presidio Tunnel Tops, the PVC is perfectly situated to provide the first point of contact for all new Presidio visitors.

ABOUT THE PRESIDIO OFFICERS’ CLUB
The Presidio Officers’ Club is San Francisco’s most historic building and is now the Presidio’s museum and cultural center. Free and open to all, the Presidio Officers’ Club offers exhibits tracing the Presidio's past and present, free live music and talks, and school field trips. It’s also a wonderful place to gather, featuring Arguello, a Mexican restaurant by award-winning chef Traci Des Jardins, as well as special event venues. The Officers’ Club is open 6 days a week, Tuesday through Sunday, 10am-5pm.