



**CONNECT  
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# + ROVING AMBASSADOR

Roving Ambassadors are interpretative hosts who provide daily greeting, wayfinding, and general animal information to support guest engagement with BZC's animals, habitats, and conservation initiatives across BZC at large.

## + Position Relationships

Department: Education & Community Engagement / Mission-Based Programs

Reports to: Manager of Public Engagement & Training and Adult Volunteer Program Manager

## + Primary Assignments and Expectations

Roving Ambassadors are asked to serve regular shifts on a designated day of the week – their duty day – for a minimum of 4 hours each shift, twice per month. Shift responsibilities may include:

- Answering general questions about BZC, its mission, and conservation initiatives
- Staffing the North and South Volunteer Information Booths and I C.A.R.E. stations
- Warmly greeting guests and helping them locate animals, attractions, events and amenities throughout the zoo
- Following an assigned schedule during each shift
- Serving as a greeter and usher in high traffic locations and event areas
- Distributing gifts, information sheets, and other materials to event attendees
- Supporting educational games, crafts, and other activities
- Directing guests to Admissions, First Aid, Guest Relations, Membership, Lost & Found, or any other department as needed to address their questions and needs
- Notifying supervisor of any questions, concerns, and feedback shared by guests-while on duty
- Informing guests of park rules and code of conduct and notifying Security of any unusual circumstances and/or emergencies regarding guests or animals throughout BZC

## + Additional Responsibilities

Roving Ambassadors may be asked to lend their hosting skills and procedural knowledge to special events and projects outside their assigned duty days. If assigned, Roving Ambassadors will report to a designated staff person involved in the event or project for the duration of their shift.

## + Position Requirements and Specifications

All Roving Ambassadors must:

- Be at least 18 years old
- Be able to commit to regular service on duty days between April and October if serving seasonally, or January through December if serving year-round
- Successfully complete the current interpretive training process
- Participate in mandatory interpretive refresher trainings and continuing education throughout their tenure
- Demonstrate excellent communication and interpersonal skills
- Be committed to providing guests with the highest standards of customer service
- Be reliable and dependable
- Have experience and/or ability using Google Sheets
- Have experience and/or ability to work and interact effectively with a diverse, multicultural, and multigenerational audience
- Contribute a minimum of 50 hours of volunteer service annually
- Upon acceptance, complete Adult Volunteer Program compliance training and forms and become familiar with Adult Volunteer Handbook

## + Physical Requirements

All Roving Ambassadors must:

- Be able to sit, stand, and/or move short distances for up to 4 hours at a time (*accommodation may be offered for volunteers who use motorized scooters and wheelchairs in many, but not all, locations*)
- Be able to volunteer outdoors in different types of weather, especially unusually warm summer days and unusually cold winter days
- Be able to volunteer in buildings with varying temperature and humidity levels throughout the year (*not all indoor habitats and event spaces are air-conditioned*)
- Be able to tolerate sometimes crowded, hectic, and noisy conditions
- Be able to tolerate the possibility of encountering a variety of odors and soiled circumstances, such as animal waste or guests, especially children, who become ill
- Be able to comprehend and retain knowledge of guest amenities, locations of animal, habitats, and attractions, and emergency procedures; must be able to communicate this knowledge to BZC guests

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Brookfield Zoo Chicago is a private nonprofit organization operated by the Chicago Zoological Society on land owned by the Forest Preserves of Cook County.