



VOLUNTEER

INDIANA DUNES

AMBASSADOR
Position Description
County of Porter, Indiana

POSITION:	Volunteer Indiana Dunes Ambassador
DEPARTMENT:	Indiana Dunes Tourism (IDT)
TIME COMMITMENT:	Minimum one day per week for 4 hours, plus meetings and trainings as required/scheduled
JOB CATEGORY:	Clerical/Reception
DATE WRITTEN:	July 2016
DATE REVISED:	September 2020
LOCATION:	The Volunteer Indiana Dunes Ambassador spends the majority of their working time in the lobby of the Indiana Dunes Visitor Center located at 1215 N State Road 49, Porter, IN. Volunteers may also help with events offsite and with moving supplies from the supply room to the lobby area.

To perform in this position successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed in this document are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

POSITION DESCRIPTION:

The Volunteer Indiana Dunes Ambassador is the liaison between visitors and all the communities, hotels, restaurants, attractions, retail shops, and other businesses in Indiana Dunes Country (Porter County). You are part of the welcoming committee for Indiana Dunes Country. Visitors will look to you as an expert about the Indiana Dunes and the surrounding communities, and as an important source of information regarding everything from points of interest to the location of the nearest grocery store. Your goal should always be to leave the visitor with a better understanding of our area, a very positive experience overall, the desire to extend their stay, and are motivated to return soon.

POSITION RESPONSIBILITIES:

- Greet and assist visitors as a team member of the IDT and the Indiana Dunes National Park.
- Answer questions about Porter County (Indiana Dunes Country).
- Answer the main phone line and direct calls to the appropriate staff.
- Help prepare bulk mailings.
- Help stock brochure racks.
- Attend training sessions as scheduled.
- Attend staff meetings as scheduled.
- Record hours worked on attendance card.
- Represent Indiana Dunes Tourism at events.
- Sell IDT souvenirs.
- Assist IDT staff with projects.
- Other duties as assigned

POSITION REQUIREMENTS:

- Willingness to learn the responsibilities of this position.
- A professional appearance with a friendly and courteous manner
- Basic knowledge of roads, attractions, and businesses within Porter County.
- Basic computer, smartphone, and tablet skills (email, web search, apps, mapping, etc.).
- Ability to answer the main phone line and direct calls in a professional, courteous manner.
- Ability to work independently and within a team environment.
- Ability to read maps, and the ability to draw, diagram, write or map simple directions.
- Ability to communicate information and directions clearly and simply.
- Ability to listen to and understand questions, problems, and situations.

- Ability to stay up to date with current events and changes.
- Ability to maintain a positive, enthusiastic, and helpful demeanor in all circumstances.

DRESS CODE:

Business casual. Wear your IDT nametag unless instructed otherwise.

PHYSICAL EFFORT AND WORK ENVIRONMENT:

The Volunteer Indiana Dunes Ambassador performs duties in a standard office environment, with occasional lifting of boxes of supplies and promotional materials. Duties also require standing and sitting for extended periods of time. Light building and grounds maintenance, clean ups, and tidying may be required from time to time.

PERSONAL WORK RELATIONSHIPS:

The Volunteer Indiana Dunes Ambassador maintains frequent communications with:

- Indiana Dunes Tourism board and staff.
- Local business owners, including property owners and managers.
- Local, regional, state, and national business, civic, and not-for-profit organizations.
- Government agencies and boards.
- Members of the public.

The Volunteer Indiana Dunes Ambassador reports directly to the operations director. Any unusual problems or situations that arise are referred to the executive director.

BACKGROUND CHECK:

An authorization form must be completed to allow Indiana Dunes Tourism to conduct a professional background check that may include a national and state criminal check; a valid driver's license check; an education and professional credentials check; and performance references check.

INFORMATION RESOURCES:

- Theater movies for NPS and IDT
- Activities Guide

- Calendar of Events
- Other guides
- Indiana Dunes National Lakeshore map
- Indiana Dunes State Park map
- Indiana Dunes Tourism website (www.indianadunes.com)

VOLUNTEER ACKNOWLEDGEMENT:

The job description for the position of Volunteer Indiana Dunes Ambassador for Indiana Dunes Tourism describes the duties and responsibilities of employees in this position. I acknowledge that I have received this job description and understand that it is not a contract of employment. I am responsible for reading this job description and complying with all job duties, requirements, and responsibilities contained herein, and any subsequent revisions.

Is there anything that would keep you from meeting the job duties and requirements as outlined? Yes_____ No_____

Volunteer Signature

Date

Operations Director

Date