



## **DUNES AMBASSADOR-SEASONAL**

**Position Description  
County of Porter, Indiana**

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<b>POSITION:</b>	Dunes Ambassador – Part-time Seasonal
<b>DEPARTMENT:</b>	Indiana Dunes Tourism (IDT)
<b>WORK SCHEDULE:</b>	8 to 29 hours weekly – weekend availability is required Need flexibility to cover additional shifts as needed.
<b>VISITOR CENTER HOURS:</b>	Open Friday before Memorial Day through Labor Day, 8:00am – 6:00pm, everyday
<b>JOB CATEGORY:</b>	Clerical / Reception
<b>STATUS:</b>	Part-Time Seasonal
<b>FLSA STATUS:</b>	Non-Exempt Hourly
<b>DATE WRITTEN:</b>	May 2007
<b>DATE REVISED:</b>	February 2020 September 2020 August 2023 April 2024

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 essential functions. Porter County Government is an Equal Opportunity Employer.

## **POSITION DESCRIPTION**

The Dunes Ambassador is responsible for creating a receptive and informative experience for visitors to Porter County.

This position will manage brochure inventory, stock brochures, answer phones, work on special projects, clean high-touched areas, operate equipment, and perform clerical duties.

As an Dunes Ambassador, you are the liaison between visitors and all the communities, hotels, restaurants, attractions, stores, 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, and the desire to extend their stay, motivating the visitor to return. The Dune Ambassadors work very closely with the National Park staff at the front desk. Hence, it is important to recognize the unique composition of everyone's priorities and job duties.

## **LOCATION**

The Dunes Ambassador spends much of their working time in the lobby of the Indiana Dunes Visitor Center located at 1215 N State Road 49, Porter, Indiana. The Dunes Ambassador may also help with events offsite.

## **POSITION RESPONSIBILITIES**

- Greet and assist visitors.
- Answer questions about Porter County (Indiana Dunes Country).
- Answer telephones, direct calls, and answer visitor questions.
- Stock brochure racks, collect visitor information, and fill requests.
- Accept and inventory brochures received.
- Maintain and organize the receiving area including brochures, IDT supplies, and other stored materials.
- Ship bulk items as requested.
- Assist in the training of new staff members as needed.
- Assist IDT staff as required.
- Perform data entry, complete projects, and utilize Internet resources.
- Provide additional clerical duties and shift coverage as needed.
- Attend training sessions as scheduled or lead training sessions as warranted.
- Attend staff meetings as scheduled.
- Record hours worked in the payroll system.
- Represent IDT at events.
- Other duties as assigned.

## **POSITION REQUIREMENTS**

- Applicants must be at least 16 years of age.
- 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.
- Demonstrate computer experience with competency level in Microsoft Office software, Google Documents, and Internet utilization as well as possess a willingness to learn and utilize new software and equipment (email, web search, apps, mapping, etc.)
- Ability to answer multiple telephone lines and direct calls in a professional, and responsible manner.
- Ability to lift 30+ lbs. repetitively.
- Ability and willingness to acquire the knowledge to handle responsibilities meticulously.
- Ability and initiative to work independently and within a team environment.
- Must work respectfully with all visitors, IDT and National Park staff.
- Ability to read maps, draw, diagram, write or map simple directions.
- Ability to listen and communicate information and directions clearly and simply.
- Ability to stay current with local events and changes.
- Ability to maintain a positive, enthusiastic, and helpful demeanor in all circumstances.
- While personal time is greatly respected, there may be situations that require additional coverage and rearranged work hours throughout the year. This includes weekends and holidays.

## **DRESS CODE**

- IDT follows the Porter County Employee Handbook dress code but allows a more business casual approach.
- Employees are expected to dress appropriately, and as such, shorts, casual t-shirts, gym shoes, rubber flip flops, and crocs are prohibited unless an exception is given.
- Clothing should fit appropriately and without exposing midribs or underwear. Staff should dress according to the calendar.
- Employees immediate supervisors are authorized to judge employee attire and may require a change of attire. This includes sending the employee home to change on the employee's time. This time must be made up or compensated through time off by the employee.
- There will be occasions such as board of directors meetings and other important meetings when employees will be required to dress in business attire
- Employees conducting organizational business outside the office will respect the dress code of the other organization.
- Employees receive an annual uniform allowance for branded logo or spirit wear.
- Name tags are to be worn unless instructed otherwise
- Employees conducting organization business outside the office will respect the dress code of the other organization.

## **PHYSICAL EFFORT AND WORK ENVIRONMENT**

The Dunes Ambassador performs duties in a standard office environment and on occasion, outdoors or off site (for events). There is repetitive 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 organizing may be required.

## **PERSONAL WORK RELATIONSHIPS**

The Indiana Dunes Ambassador maintains frequent communications with:

- Members of the public.
- Indiana Dunes Tourism board and staff.
- Indiana Dunes National Park 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.

The Indiana Dunes Ambassador reports directly to the Senior Operations Director.

## **BACKGROUND CHECK**

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

## **INFORMATION RESOURCES**

- Activities Guide
- Outdoor Adventure Guide
- Indiana Dunes National Park map
- Indiana Dunes State Park map
- Indiana Dunes Tourism website ([www.indianadunes.com](http://www.indianadunes.com))
- Other guides, websites and newsprintings

## **LICENSE / CERTIFICATION NEEDED**

Valid driver's license and demonstrated safe driving record.

**APPLICANT/EMPLOYEE ACKNOWLEDGEMENT**

The job description for the position of Indiana Dunes Ambassador for Indiana Dunes Tourism describes the duties and responsibilities of employment 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\_\_\_\_\_

\_\_\_\_\_  
Applicant / Employee Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Director name and title

\_\_\_\_\_  
Date

