



City Of Kenmore, Washington

Hangar Ambassador - Volunteer Description

Hangar Ambassador
Department: Executive Department
Approved and Supervised By: Shelby Krogh, Volunteer and Events Supervisor
Schedule: Six-month commitment. Must commit to a minimum of one shift every two weeks; one or more shifts weekly is preferred. Time slots for shifts are 9:00am–12:00pm, 12:00–3:00pm, or 3:00-6:00pm. Shifts are available Monday through Friday.
Location: Hangar at Town Square, 6728 Northeast 181 st Street

Summary

Hangar Ambassadors are responsible for greeting a diverse group of visitors who enter the Hangar and providing answers to questions asked of them regarding topics such as (but not limited to) the building's history and purpose, upcoming events, how to make reservations, directional questions, and other general information. Ambassadors should enjoy interacting with the public and be knowledgeable on the Hangar's many upcoming reservations, art exhibits, and history. Ambassadors must be comfortable with enforcing building rules and performing occasional clean-up.

Hangar Ambassadors will be stationed at an information desk at the entrance of the building. This is an excellent opportunity to enhance the guest experience while acting as a curator of a beloved community space.

This unpaid position will require approximately 6-12 hours of volunteer service per month, for six months.

Essential Duties and Qualifications

Essential Duties

- Welcome guests and answer questions about the Hangar and Town Square in a friendly and helpful manner
- Describe the history and purpose of the building
- Provide general information about reservation availability and where to make requests
- Organize and maintain game/book nook and furniture layouts
- Unlock Beaver Room doors before reservations and lock doors after reservations
- Occasionally assist with pulling extra tables and chairs out of storage before reservations and placing them back in storage after reservations
- Assist with Hangar building visitor rule enforcement
- Provide feedback to City staff concerning areas of improvement for better customer experience
- Report lost and found items to staff
- Assist large crowds in case of emergency evacuation of the building
- Handle potentially sensitive and confidential information. Ambassador must be willing to sign and abide by the City's Confidentiality Agreement
- Others duties as assigned

Working Conditions

- Work is performed in community center setting (Hangar at Town Square) with various levels of noise, lighting, and temperature.
- Position may require some lifting (under 25 lbs.), physical labor (pulling, pushing, squatting, etc.), body positioning, and a considerable amount of sitting.
- Station will include a small table and desk chair.
- Position will include a considerable amount of sitting, with some downtime. Volunteer should be comfortable with keeping oneself entertained during these times (reading a book, knitting, etc.)

Qualities Desired

- Strong communication skills and comfort with guest interaction
- Welcoming personality and enthusiasm for working with Hangar's diverse visitors
- Fluency in languages in addition to English is a plus
- Ability to exercise sound judgement and flexibility should difficult situations arise
- Ability to present oneself in a professional manner with regards to personal appearance and hygiene

Position Requirements

- Ability to commit to at least one shift every two weeks for six months
- 18+ years old
- Successfully complete a criminal background check and reference check
- Willing to work under supervision of City of Kenmore staff
- Ability to complete a mandatory two-hour new volunteer training with possible follow-up training. Because Ambassadors invest so much time and energy with us, we feel it is only fair to reciprocate with training that allows you to be knowledgeable of our venue, our procedures and the standards of our organization.

Benefits

- Volunteer Badge
- City of Kenmore logo apparel
- Volunteer Parking Pass
- Opportunity to represent the Hangar and Town Square as an ambassador

