

Volunteer Community Ambassador at the Waterbury Train Station

SUMMARY: Keurig Dr. Pepper (KDP) and Revitalizing Waterbury (RW) are partnering to ensure that visitors to Waterbury receive a warm welcome and helpful guidance on how to make the most of their visit to our community. If you have a passion for local history, a delight in meeting new people, and a love of storytelling, please consider serving as a volunteer Community Ambassador (CA) for Waterbury. Your role will be to greet guests in the Community Room of the train station and be available to offer visitor and tourism information about the Waterbury area, Central Vermont and the state of Vermont.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Bring the story of Waterbury alive to people visiting the Community Room of the train station
- Greet guests in a warm and friendly manner
- Interact with guests in a professional, respectful manner
- Oversee and initiate conversations involving multiple small groups at one time, and acknowledging all who are present within the Community Room
- Share information (history, attractions, lodging and dining options) about the community of Waterbury, surrounding towns, and the state of Vermont as well as the partnership between these communities and KDP
- Give clear and concise directions
- Work with a variety of audiences, from school-aged children, to seniors, to international visitors
- Keep the Community Room tidy by making sure that litter is removed and brochure racks are in order
- Communicate with KDP and RW staff and alert them to any concerns or recommendations to make the visitor experience better
- Follow all policies, procedures and safety requirements as directed by KDP and RW
- Dress code is neat and casual

QUALIFICATIONS:

- Strong conversational and storytelling skills
- Enthusiasm for meeting and engaging a wide cross-section of visitors
- Ongoing commitment to learning and sharing all that our community has to offer
- Ability to effectively manage multiple tasks
- Knowledge of Waterbury and Vermont history
- Vermont Ambassador certification a plus but not required:
http://accd.vermont.gov/tourism_and_marketing/hospitality/ambassador

TIME COMMITMENT AND BENEFITS:

- Ideally the Community Room should be staffed with a team of CA's 7-days/week, in 4-hour blocks of time (10am-2pm or 11am-3pm), from Memorial Day to Columbus Day, and during holiday periods (Thanksgiving, Christmas, Canadian holidays, etc.)
- Free drip coffee or tea as well as 20% off food while volunteering