



MYRIAD GARDENS FOUNDATION
Job Description

Job Title: Garden Ambassador

FLSA Status: Non-exempt

Reports to: Supervisory Ambassador

Work Schedule: Part-time; days/nights/weekends

Approved by:

Date Approved:

The below is not intended to be all inclusive but rather to provide examples. The below is subject to change without prior notification.

Summary

The Myriad Botanical Gardens Ambassador Division performs the physical security, environmental health and safety, emergency management, business continuity, wildlife management, and risk management functions of the gardens. The mission of the Garden Ambassador Division is to protect the people, nature, and property within the gardens, while fostering a sense of inclusion and safety for everyone.

Essential Duties and Responsibilities

- Maintains unbroken communication via applicable issued phone, issued radio, assigned email account, or other software in order to immediately respond to supervisors' instructions, visitor inquiries, staff assistance, and emergency response.
- Build partnerships with first responders
- Respond to incidents, ensuring they are properly documented in reports and that the appropriate staff and agencies are contacted
- Maintain an approachable demeanor and open communication with Gardens staff
- Inspect gardens for safety, facilities, and security concerns, documenting and reporting issues
- Inspects all doors, windows, hatches, and panels to ensure physical security is maintained during closed hours
- Inspects all types of lighting for proper functioning and submit work orders for repairs
- Relay garden rules and guidelines to visitors, communicating in a courteous and educational manner
- Maintain a professional appearance and ensure adherence to uniform and appearance standards
- Act as liaison between various garden departments and contractors to ensure the smooth daily operation of the gardens
- Interact with homeless populations and provide resource literature as needed
- Administer basic first aid to visitors who require medical attention as needed and depending upon degree of training.
- Calls 911 for incidents requiring police, fire, or EMS personnel
- Occasionally performs indoor and/or outdoor litter control and cleaning tasks
- Occasionally loads and unloads materials, equipment and supplies or assists in special event and function set-ups, such as in the set-up of chairs, tables, and tents
- Ensures facility locks and unlocks are conducted reliably and within specific timeframes

- Ensures all graffiti or unusual conditions are reported to facilities team via work order for immediate remediation
- Other duties as assigned

Supervisory Responsibilities

- May serve as a lead for interns, seasonal employees, or volunteers in the absence of a supervisor

Education and/or Experience

- An associate's degree from an accredited college or university in criminology, emergency management, environmental health and safety, or closely related field, OR 2 years of experience in law enforcement, security management, emergency management, or environmental health and safety, OR an equivalent combination of education and experience is required
- Experience responding during emergency situations is preferred
- Experience tactfully informing the public of rules or guidelines is preferred

Computer Equipment and Software Requirements

- Excellent computer skills, including knowledge of Microsoft Office products, incident reporting software, surveillance software, and radio communications equipment

Certificates, Licenses, Registrations

- Valid Oklahoma Driver's License
- Current CPR/First Aid/AED, or ability to obtain

Skills and Abilities Required

- Ability to successfully complete classroom and/or field training and demonstrate competence in areas such as: CPR/First Aid/AED, tourniquet application, bloodborne pathogen precautions, active shooter response, water rescue, fire safety, animal control, managing aggressive behavior/customer service skills, surveillance systems, radio operations, UTV operation, homeless outreach, implicit bias, mental health crisis response, garden rules, basic Spanish, bicycle patrol, and severe weather response
- Ability to interact effectively and respectfully with a diverse population, including people of all ages, interests, viewpoints, and backgrounds
- Ability to interact tactfully with protestors and others exercising their constitutional rights
- Ability to work as part of a team and provide leadership to a team
- Ability to remain calm and effectively lead others during stressful situations or emergencies, while demonstrating good judgment under pressure
- Ability to take direction and follow up on complex or ongoing projects independently
- Ability to use discretion and sound critical thinking skills during visitor rule violations and see the big picture in ensuring the gardens are safe and welcoming for all
- Ability to maintain punctual and reliable attendance, regardless of weather conditions
- Ability to comprehend and comply with Garden Ambassador Division policies and procedures
- Ability to pass an extensive background investigation and drug screening

Additional Job Requirements

- Clearance of background check.

Work Environment

Must be able to work both indoors and outdoors. Some locations visited during the course of executing job duties may not be wheelchair accessible. Must be able to perform duties while wearing a uniform and other safety equipment, during extended periods of walking and standing, in all weather conditions. Required to work days, nights, evenings, weekends, holidays, and/or irregular hours.

Physical Requirements

- Must be able to sit or stand for extended periods.
- Must be able to bend, stoop and climb stairs on occasion.
- Must be able to lift, push, or pull up to 50 pounds.
- Must be able to walk from office building to Garden and/or Scissortail Park facility.
- Ability to work flexible shifts and extended hours for special events.

The qualifications, physical demands, and work environment described herein are representative of those an employee will encounter and must meet to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The requirements listed in this document are the minimum levels of knowledge, skills, or abilities.

This document does not create an employment contract, implied or otherwise, other than an "at will" relationship.

Equal Opportunity Employer: Employer does not to discriminate against any employee or job applicant because of race, color, religion, national origin, sex, physical or mental disability, or age.

I acknowledge that I have read and understand this job description.

Employee signature

Date