

Job Title:

Estes Park Visitor Center Ambassador

Purpose:

The Estes Park Ambassadors assist guests at the front desk of the Visitor Center by providing a warm welcome and accurate and current information to those who come to the Estes Valley.

Location:

Estes Park Visitor Center, 500 Big Thompson Avenue, Estes Park, CO 80517

Key Responsibilities:

- Be knowledgeable of the Estes Valley and know where to find information about area businesses, campgrounds, activities, events, and services.
- Keep up to date on Guest Information Guides (Lodging, Dining, Things to Do, Shopping, Services, EP Campgrounds, etc.) maps, brochures, publications, and other materials available to guests.
- Be familiar with the layout of the Visitor Center lobby, and the materials available to guests.
- Be familiar with the major roads to/from Estes Park (CO Hwy 7, US Hwy 34, US Hwy 36, Peak to Peak Hwy, Trail Ridge Road, etc.) and major destinations (Denver Airport, Grand Lake, Boulder, Loveland, Ft. Collins, etc.).
- Be knowledgeable about Rocky Mountain National Park's visitor centers, entrance fees, roads, trailheads, seasonal shuttle system, and other general information.
- Be familiar with the seasonal shuttle routes (The Peak).
- Know when and how to refer guests to outside informational resources (such as questions about other locations in Colorado or nearby states).

Reports to:

Visitor Services Manager

Phone: 970-577-9900

Length of Appointment:

Indefinite, as long as a volunteer keeps current with the required training and honors established protocols.

Time Commitment:

Varies Seasonally

- Mid-April through late October: Minimum requirement of one weekly shift (2-3 hours)
- Late October through mid-April: Weekends only, and a minimum of one monthly shift (2-4 hours)
- Required attendance at the Annual Training held in mid-May or required viewing of recorded training
- Participation in Business excursions as arranged by Visitor Services staff

Qualifications:

- Must have a friendly and welcoming demeanor.
- Be knowledgeable of the Estes Valley.
- Have effective and concise communication skills.
- Have the ability to provide clear directions to a variety of locations.
- Have the ability to read and interpret maps.

Support:

- Visitor Services provides a wide variety of written, informational documents to be shared with visitors.
- On site assistance from Visitor Center staff at all times.
- Annual Training to provide relevant updates ahead of peak season.
- Weekly emails to ambassadors with pertinent information such as construction updates, scheduled events and happenings in Estes Park or Rocky Mountain National Park.

Age Requirement:

- 18 years or older

Dress Code:

- When on duty, Ambassadors must wear the red shirt provided by Visitor Services or an optional Ambassador red vest paired with business casual attire.
- Special Events allow an opportunity to dress to fit the theme; Rodeo, Duck Race, Big Foot Days, etc.

Benefits:

- Reserved parking in the Visitor Center lot. NOTE: Parking is also available in the parking garage across the river from the VC
- Appreciation breakfast.
- Ambassador Experience opportunities with Estes Valley attractions and businesses.
- Fun!