

Sanctuary Ambassador Intern Position Description

Function:

The Sanctuary Ambassador Intern will learn the importance of customer service as a contribution to the culture and mission of Best Friends life saving work. The intern will provide excellent customer service when greeting visitors, participate in booking tours and lodging, and learn and conduct specialized tours.

Overview:

Best Friends Animal Sanctuary has approximately 25,000 – 30,000 annual visitors, all coming through the Welcome Center as their first stop to enter the world of Best Friends Animal Sanctuary. The Sanctuary Ambassador is the first point of contact and they play an integral role in welcoming our visitors and discussing with them the options at hand for a glimpse into our life saving work. The Sanctuary Ambassador is informed and up to date on all Sanctuary happenings, Best Friends mission and any new developments on the horizon. The Sanctuary Ambassador is responsible for providing our visitors with a quality experience through informative and engaging tours of the Sanctuary at the highest level, which is meant to be informative, interactive and entertaining. The Ambassador understands without a doubt the link between our culture and mission and the important role it plays in helping inspire and influence our visitors to join us in our life saving work to Save Them All.

Learning Goals/Objectives:

The Intern in this position will:

1. Learn how to fulfill the above description including how to provide excellent customer service to ensure a quality experience for visitors.
2. Gain experience in utilizing a large-scale reservation system to book tours and lodging.
3. Learn and conduct specialized tours for visitors.

Time Commitment and Location of Work:

- Approximately 16 hours per week for 8 to 16 weeks between March 1-October 31. The position is located at the Animal Sanctuary in Kanab, Utah.
- ***Please note: This is an unpaid internship.***

Core Responsibilities:

- Provide excellent customer service at the front desk of the Welcome Center by greeting and assisting visitors as they enter the Sanctuary.
- Learn the reservation system and process for checking in and booking tours and lodging and assist with performing these tasks.

- Analyze the current tour and lodging reservation procedures and provide suggestions to manager of how processes could be improved.
- Learn and conduct specialized tours such as the Horses and Pigs Walking Tour and Patio Chats.
- Participate in staff meetings and, as appropriate, training opportunities.

Qualifications/Requirements:

- Must be 18 years old.
- Must have a valid driver's license and personal transportation.
- Strong planning and coordinating skills.
- Strong customer service and public speaking skills.
- Ability to multitask.
- Proficient in Microsoft Word, PowerPoint, Excel.
- Genuine passion for the mission of Best Friends Animal Society
- Ability to interact well with others and is a team player. Personable, professional, and upbeat.
- Ability to articulate and advocate Best Friends' mission and position on various issues.
- Self-motivated to keep informed of, and clearly and accurately relay facts about Best Friends news, events and informational material.
- Knowledge or willingness to learn about upcoming local events and other opportunities for Best Friends to build their relationship with the community.
- Willingness to intern on weekends during special events. Must be able to accommodate flexibility in scheduling of shifts including early mornings, days, evenings, weekends, and some holidays.
- Physical requirements include standing, lifting up to 35 lbs., sitting, walking, and communicating.

Please visit the **Best Friends Animal Society Internships webpage** to download an application at <http://bestfriends.org/sanctuary/volunteer/internships> or contact Brittany Bingeman, Intern Coordinator, at internships@bestfriends.org or 435-644-2001 ext. 4861 with questions or for an application.

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