



## **GARDEN AMBASSADOR (PROTECTION)**

### **About Myriad Botanical Gardens**

The Myriad Botanical Gardens is a 17-acre botanical Gardens and interactive urban Gardens located in downtown Oklahoma City, Oklahoma, on the southwest corner of Reno and Robinson. The Gardens is home to multiple tiers of densely landscaped areas that surround a sunken lake. Its primary feature is the Crystal Bridge Tropical Conservatory - a 224-foot (68 m) living plant museum featuring towering palm trees, tropical plants and flowers, waterfalls, and exotic animals.

### **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

**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.

**Benefits**

This full time, non-exempt position is eligible for health, dental, life insurance, vision, long-term disability, voluntary life, accident coverage, 403(b), paid time off, and paid holidays.

**To Apply**

Please send a cover letter and resume to: [careers@myriadgardens.org](mailto:careers@myriadgardens.org).

**Equal Opportunity Employer (EOE)**

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.