

Malheur National Wildlife Refuge

Job Description for Visitor Services Volunteers

I. Purpose

Visitor Services Volunteer often do a wide range of diverse jobs. This includes providing information to the public, working on special projects, and running of the Visitor Center.

The qualifications and responsibilities listed below should give you an idea of the different aspects of visitor services, but not represent one person's job description.

II. Qualifications

A. Willingness to obtain knowledge and understanding of nature, ecology, habitats, adaptations, wildlife, plants, and birds with the ability to quickly learn local ecosystems, common flora and fauna, and local and migratory birds which use the Refuge. Birding skills and knowledge of wildlife would be a plus since a major component of visitor information is identifying birds in the field.

B. Ability to clearly understand the purpose of the Refuge and its wildlife management programs as well as the National Wildlife Refuge System, and the ability to learn the layout of the Refuge and the auto-tour loop.

C. An enjoyment in working with diverse groups of people.

D. Good interpersonal communications, and public speaking skills with the ability to present a positive image to the public and to learn interpretation techniques and to articulate information, in person and by phone.

E. Ability to handle stressful situations involving visitors. Confident but knowing when to seek assistance with questions or problems that arise.

F. Willingness and flexibility to accept responsibility of assisting staff and visitors when needed. Ability to work on a team in a service capacity.

G. A valid driver's license.

H. Ability to learn to operate: computers for word processing, and other basic functions, printers, photo copiers, cash registers, FAX machines, postage meters, telephone consoles, and other office equipment. Ability to create and maintain filing systems. Ability to learn to operate binoculars, scopes, and tripods.

I. Ability to type and to compose letters and to proofread written material for grammar and spelling.

J. Physical ability to sit and stand for long periods and to move around the office. May hike the Refuge trails, work outdoors in

adverse weather, stoop and bend, and to do occasional lifting.

III. Responsibilities

A. Visitor Center Volunteer Responsibilities

1. Open and close Visitor Center including: stocking supplies in gift shop; balance daily register reports and tills; turning lights and computers on/off; locking/unlocking doors.
2. Greet visitors and provide helpful and accurate information materials.
3. Operate and manage cash register and credit card machine.
4. Sell publications and other merchandise.
5. Answer phones and provide Refuge information to inquiries.
6. Keep public use staff informed of supplies, brochures, change, etc.
7. Report any problems and/or potential problems to the public use staff.
8. Help conduct visitor surveys when needed.
9. Restocking of supplies in public restrooms and Visitor Center, sweeping Visitor Center entrance way and deck, sweeping of sidewalks, and refueling of public use vehicles.
10. May perform a variety of other duties as assigned.

B. Office Responsibilities

1. Compose and type memos, letters, reports and word process material.
2. Answer and route incoming phone calls. Provide visitor information to callers using good communications/public relations techniques.
3. Operate the Refuge two-way radios. Give and record clear, concise, and accurate information.
4. Respond to written inquiries and prepare, copy, collate, stockpile, and distribute information packets by mail.
5. Operate office machines.
6. Enter computing data.

7. Run errands to town, including weekly bank runs.
8. Inventory brochures and place orders when necessary.
9. Inventory equipment.
10. May perform a variety of other duties as assigned.

C. Interpretation/Tours Responsibilities

1. Speak with visitor groups in the Visitor Center, explaining the purpose of the Refuge, answering questions, and identifying wildlife.
2. Provide orientations, hands-on and guided Refuge tours to approved scheduled groups. Explain the Refuge purposes, history, management and include information on animals and birds.
3. Drive throughout the Refuge speaking with visitors, explaining the purpose of the Refuge, identifying wildlife, answering questions, and radio in to the Visitor Center the locations of wildlife and birds. Watch for unusual situations and report them to headquarters. Document illegal visits or trespass into closed areas.
4. Set up scopes for visitor observation and explain the proper use of scopes and binoculars.
5. May perform a variety of other duties as assigned.

D. Special Projects Responsibilities

1. Prepare and mail out letters.
2. Respond to requests by sending out information and guides.
3. Visit schools or groups upon request to explain contests or events, and to present a slide show.
4. Enter computer data.
5. Assist with compiling packets for children and adults for a variety of events.
6. Help obtain donations for contest prizes, silent auctions, lunches, and barbeques.
7. Send out certificates.

8. Assist with special national or regional meetings.
9. Assist with coordination of commercial and non-profit exhibitors.
10. Assist with numerous jobs prior to and during variety of events.
11. Assist with service projects with groups such as the Boys Scouts, etc.
12. May be asked to assist with other duties as assigned.

IV. Time Commitment

A minimum of one month (30 days) and a minimum of 24 hours per week for RV community volunteers or a minimum of 40 hours per week for government housed volunteers.

V. Supervisor

The Volunteer Coordinator will supervise the Volunteer Visitor Center assistants and will delegate this responsibility to another staff member in his/her absence.