

# Iroquois National Wildlife Refuge

## *Job Description for Visitor Contact Station Volunteer*

Visitor Contact Station Volunteers often do a wide range of diverse jobs. This includes providing information to the public, working on special projects, running the office of the Visitor Contact Station and staffing the Flyway Nature Store.

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.

### **Qualifications**

A background or interest in conservation, natural history, ecology or biology. A college degree or formal education is not necessary. Some birding or botany skills and knowledge would be a plus since they be asked to identify birds and plants for visitors.

Enjoy meeting and dealing with diverse groups of people and the ability to handle stressful situations involving visitors.

Good public speaking and communication skills.

Ability to clearly understand the purpose of this refuge and its wildlife management programs as well as the National Wildlife Refuge System, and ability to learn the layout of the refuge.

Possess the knowledge or have the 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 as needed.

Possess the knowledge or have the ability to learn to operate binoculars, scopes, and tripods.

Physical ability to sit and stand for long periods and to move around the office.

### **Responsibilities**

- Greet visitors and provide helpful and accurate information and materials.
- Operate and manage cash register in the Flyway Nature Store. Sell publications and other merchandise.
- Answer phones and provide refuge information to inquiries.
- Keep information kiosks and literature racks stocked.
- Keep public use staff informed of supplies, brochures, change, etc.
- Report any problems and/or potential problems to the public use staff.
- Data entry on the computer.

### **Obligations**

Volunteers to complete a training program provided by the staff.

Volunteers to provide their own transportation to and from the job.

Volunteers to be willing to serve without monetary compensation.

Volunteers to report for work on dates and times agreed upon.

### **Supervision**

Volunteers will be supervised by the Volunteer Coordinator or other refuge staff. Some projects will require more supervision than others, depending on the difficulty of the project and experience level of the volunteer.

### **Effects**

Volunteers have frequent contact with other employees and the general public, other Service personnel, and representatives of other conservation agencies and organizations. Most public contacts are to share knowledge, answer questions, or otherwise improve public understanding of the Service, the field station, and environmental issues.

The Volunteer's performance directly affects:

Public understanding of the U.S. Fish and Wildlife Service, the station, and environmental problems.

Visitor's safety and comfort, the Service's public image, and the effectiveness, quality and success of operations.

The overall purpose of the refuge and efforts of staff to protect habitat for wildlife.

The effectiveness, quality and success of refuge operations

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