

Arthur R. Marshall Loxahatchee National Wildlife Refuge

10216 Lee Road, Boynton Beach, FL 33473

Volunteer Coordinator Contact: Maria_Perez@fws.gov

Volunteer Job Description for Visitor Center Front Desk Assistant

Position Purpose: The Visitor Center Front Desk Assistant plays a vital role in the visitor's introduction to the Arthur R. Marshall Loxahatchee National Wildlife Refuge. This position helps to ensure visitors leave with an educated, positive, and fulfilling experience.

Duties

- General operation of the Visitor Center such as opening and closing procedures, light cleaning, organization, maintenance, and security
- Welcome and orient visitors to the recreational opportunities available throughout the refuge
- Answer visitor questions in person and by phone
- Provide information on rules and regulations
- Stock brochures and publications for front desk area. Notify staff when supplies run low.
- Operates cash register, sells/issues refuge passes and duck stamps
- Additional special projects and duties may be requested and may include weekend work

Qualifications

- Public speaking, sign language, teaching, working with people, visitor information
- All visitor services positions are highly interactive with the public. Volunteer must have strong oral communication, patience, enthusiasm, and willingness to learn and answer questions. The position may require you to work independently or as a team.
- 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

Training: Training for this position will be provided by a refuge staff member.

Work Environment: Work is largely indoors but other duties may require a willingness to adapt to varying levels of outdoor weather including some sun, humidity, rain, and wind exposure.

Work Schedule: Work hours are flexible. Volunteers typically work one shift (3-4 hours) per week, though some volunteers choose to do more. The visitor center is open seven days a week, from 9:00 am to 4:00 pm, and is closed on Thanksgiving and Christmas days.

Age Requirement: You must be 18 to staff the front desk without parent or guardian. You must be at least 18 years old and successfully complete a Defensive Driving Training to drive a refuge vehicle.