



# Horicon / Leopold Complex Volunteer Internship – Visitor Services

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**Job Title:** Visitor Services Intern

**Employee Contact:** Erin Railsback, Visitor Services Manager, 920-387-2658 ext. 124

**Overview:** Work cooperatively with Employee Contact and/or other staff in providing support for the Complex's visitor services program.

**Responsibilities:**

- Assist with environmental education programs
- Assist with public interpretive programs and outreach events
- Assist with volunteer coordination/data entry
- Assist with inventory and upkeep of educational materials
- Assist with interpretive sign development
- Assist with visitor center operation
- Conduct visitor counts/data entry
- Complete a visitor services project (Ex: fact sheet, display)
- Complete an updated resume and reflection paper (only necessary if internship completed for college credit)
- Report hours weekly to the Employee Contact
- Represent the U.S. Fish and Wildlife Service in a professional manner

**Special Notes:** All materials, training, and equipment will be provided by Horicon NWR. Housing not available. Program is currently "volunteer" only – no stipend provided. Opportunities to work with Refuge biological program and state agencies.

**Qualifications:** Experience and post-secondary education in any of the following: biology, ecology, wildlife management, environmental education, interpretation, or other related field. Computer experience highly desirable. Junior or senior standing preferred. Willingness to work with Refuge employees and other volunteers as a team. Motivated, enthusiastic, and self-directed.

**Application Deadline:** January 1<sup>st</sup>, notification by January 15<sup>th</sup> (annually)

**Training:** Orientation and tour, defensive driving course, other as available.

**Evaluation:** Will be informal and ongoing throughout the internship.

**Commitment:** Hours and dates are flexible. Will work around college schedule.  
Tentative: June – August, September – November, March – May.

**Contact:** Erin Railsback, Horicon National Wildlife Refuge, 920-387-2658 x 124  
or erin\_railsback@fws.gov.