



Eastern MA NWR Complex Position Description: Front Desk Greeter Assabet River National Wildlife Refuge, Sudbury, MA



Who are we?

The Eastern Massachusetts National Wildlife Refuge (NWR) Complex is comprised of eight national wildlife refuges (Assabet River, Great Meadows, Mashpee, Massasoit, Monomoy, Nantucket, Noman's Land Island, and Oxbow) with a headquarters building at Great Meadows NWR, a visitor contact station at Monomoy NWR, and a visitor center at Assabet River NWR which is located at 680 Hudson Road, Sudbury, MA.

The Assabet River NWR Visitor Center (Center) is a state of the art "green" building that offers the local community and tourists the opportunity to learn more about local wildlife and habitats, as well as the United States Fish & Wildlife Service (USFWS). The Center is the primary location refuge visitors can obtain information about the Refuge, as well as the Eastern MA NWR Complex and the National Wildlife Refuge System (NWRS). The Center also houses interactive, hands-on educational exhibits, a multi-purpose meeting room, and the Friends Group nature store. The trails are open year-round with Center hours of Thursday – Sunday, 10am-4pm.

Role of a "Front Desk Greeter"

{Most visitation is during Spring and Fall and weekends}

- New volunteers are required to shadow an experienced volunteer at the front desk for at least 2 hours
- Provide visitors with correct information about refuge and trails
- Welcome and orient visitors to the Refuge, USFWS, and NWRS
- Keep brochure racks stocked with pertinent information
- Notify Refuge staff of any law enforcement situations
- Communicate regularly with Refuge staff about problems with exhibits
- Check bathrooms for cleanliness (refill toilet paper & soap dispensers and empty wastebaskets as needed)
- Update information on whiteboard (such as birds seen, refuge events, trail conditions, etc)
- Conduct in-depth interpretation of the center and exhibits for visitors
- Possess a friendly demeanor
- Track # of visitors and record at the end of each day
- Maintain cleanliness of center and exhibits
- Answer phone at front desk
- Thursday and Friday Volunteers needed to help with data entry and other office related projects

Time Commitment Required

- ✓ Minimum of 4-hours per month
- ✓ Sign-up in advance on schedule and notify refuge staff immediately if shift cannot be honored
- ✓ Ideally, Greeters can commit to more than one shift per month, and/or be "on call" when extra volunteers are needed for a special event, etc.

Reasons to Volunteer

- ❖ Contribute to your local community by sharing with visitors what a special place the Refuge is
- ❖ Make new friends that share an interest in the outdoors
- ❖ Educate visitors about our treasured natural resources
- ❖ Help insure that a respect for the natural world is passed on to future generations
- ❖ Help visitors see how they can become stewards of nature
- ❖ Volunteers are greatly appreciated by the Refuge staff and we would be lost without you!

If interested, please contact Kizette_OrtizVanger@fws.gov or 978.562.3527 today!

~The more volunteers we have working with us, the more we can provide to the community~