



Volunteer Job Descriptions

Visitor & Education Center Front Desk

Purpose: Front Desk volunteers represent the J.N. “Ding” Darling National Wildlife Refuge (Refuge) to the public who visit the Refuge's Visitor & Education Center (Ed Center). Volunteers answer the public's questions and assist them in the Nature Gift Store (Store).

Key Responsibilities:

- Greet visitors
- Answer visitors' questions about the Refuge, refuge system, birds, wildlife, vegetation, trails, tours, interpretive programs and general information about the area
- Rove Ed Center answering visitors' questions pertaining to exhibits etc...
- Announce, give brief introduction and start the refuge orientation film
- Check in/out binoculars, GPS units and family packs
- Keep children's area (rubbing table and build a bird) neat and stocked
- Record lost/found items in log book
- Report damaged or broken exhibits, safety hazards or any injuries to staff
- Read volunteer handbook for additional information.
- Other duties as assigned

Report to: The Volunteer Coordinator, Jeffry Combs

Time Commitment: One 3 – 3.5 hour shift per week for a minimum of 3 months per year. Volunteers who may not be able to work on a regular schedule fill in openings in the schedule or substitute when needed.

Qualifications: Pleasant manner, patience, problem-solving ability, dependability, knowledge of the area, wildlife and habitats. Must complete necessary trainings for this duty.

Support: Training for the position is provided. Support staff is always available to help answer difficult questions and provide assistance.

Age Requirement: Minimum age of 16.

Dress Code: A uniform shirt is provided. Wear closed toed shoes

Potential hazards: Volunteers should avoid germs/viruses from visitors and be cautious on slippery ramps or boardwalks. Volunteers may not climb ladders or stools or administer first aid other than giving necessary supplies to a visitor. All hazardous situations should be avoided.

Roving Interpreter

Purpose: Interact with visitors on the Wildlife Drive and trails. Provide information on other recreational activities available on the Refuge and surrounding area.

Key Responsibilities:

- Greet visitors
- Answer visitors' questions about the Refuge, refuge system, birds, wildlife, vegetation, trails, tours, interpretive programs and general information about the area
- Set up spotting scope and educate visitors on its use and the use of binoculars
- Identify a wide array of birds, mammals, fish and vegetation
- Educate visitors on the identifying characteristics of species
- Present information about the U.S. Fish and Wildlife Service/JNDDNWR refuge complex
- Report violations/accidents/injuries to Volunteer Coordinator/Law Enforcement
- Provide information on other recreational activities available
- Report damaged or broken exhibits, safety hazards or any injuries to staff
- Read volunteer handbook for additional information.
- Other duties as assigned

Report to: The Volunteer Coordinator, Jeffry Combs

Time Commitment: One 3 hour shift per week for a minimum of 3 months per year.

Qualifications: Pleasant manner, patience, problem-solving ability, dependability, a general knowledge of the area, wildlife and habitats. Volunteer must complete necessary trainings (listed in volunteer opportunities and training chart) for this duty.

Support: Training for the position will be provided. In addition the volunteer always has the support of staff to help answer difficult questions and provide assistance.

Age Requirement: Minimum age of 18.

Dress Code: A uniform shirt and hat will be provided. Wear closed toed shoes

Potential hazards: Volunteers should avoid germs/viruses from visitors and be cautious on slippery ramps or boardwalks. Volunteers may not climb ladders or stools or administer first aid other than giving necessary supplies to a visitor. Stay Hydrated. Drive cautiously, do not approach wildlife, use insect repellent and sunscreen also avoid stinging insects, poison ivy and other hazardous situations.

Environmental Education/Interpretation

Purpose: Work with school groups and deliver interpretive programs.

Key Responsibilities:

- Greet visitors/groups
- Lead or assist with Environmental Education and/or Interpretation Programs
- Answer visitors' questions about the NWR, refuge system, birds, wildlife, vegetation, trails, tours, interpretive programs and general information about the area
- Set up spotting scope and educate visitors on its use and the use of binoculars
- Identify a wide array of birds, mammals, fish and vegetation
- Educate visitors about characteristics of species
- Present information about the U.S. Fish and Wildlife Service/JNDDNWR refuge complex
- Immediately report violations/accidents/injuries to Volunteer Coordinator/Law Enforcement
- Read volunteer handbook for additional information.
- Provide information on other recreational activities available
- Other duties as assigned

Report to: The Volunteer Coordinator, Jeffrey Combs and/or Environmental Education Specialist, Becky Wolff.

Time Commitment: as needed/weekly during season.

Qualifications: Pleasant manner, patience, problem-solving ability, dependability, a general knowledge of the area, wildlife and habitats. Volunteer must complete necessary trainings for this duty.

Support: Training for the position will be provided. In addition the volunteer always has the support of staff to help answer difficult questions and provide assistance.

Age Requirement: Minimum age of 18.

Dress Code: A uniform shirt and hat will be provided. Wear closed toed shoes.

Potential hazards: Volunteers should avoid germs/viruses from visitors and be cautious on slippery ramps or boardwalks. Volunteers may not climb ladders or stools or administer first aid other than giving necessary supplies to a visitor. Stay Hydrated. All hazardous situations should be avoided. Drive cautiously, do not approach wildlife, use insect repellent and sunscreen also avoid stinging insects, poison ivy and other hazardous situations.

Maintenance

Purpose: Maintain Refuge lands, trails, facilities and equipment.

Key Responsibilities:

- Maintenance duties will vary greatly.
- Projects may include, but are not limited to: weed control, grounds maintenance, clearing trees and brush, maintenance of structures and facilities, equipment repair and construction projects, etc...
- Report damaged or broken exhibits, safety hazards or any injuries to staff
- Read volunteer handbook for additional information.

Time Commitment: as needed/weekly during season.

Qualifications: General maintenance knowledge is needed. Specific training may be needed to operate certain machines. Volunteer must complete necessary trainings (listed in volunteer opportunities and training chart) for this duty.

Support: Training for the position will be provided if it is needed.

Age Requirement: Minimum age of 18.

Dress Code: A uniform shirt, hat and safety equipment will be provided. Closed toed shoes must be worn.

Potential hazards: Stay Hydrated. Use care with operating tools and equipment. All hazardous situations should be avoided. Drive cautiously, do not approach wildlife, use insect repellent and sunscreen also avoid stinging insects, poison ivy and other hazardous situations. Volunteers should avoid germs/viruses from visitors and be cautious on slippery ramps or boardwalks. Volunteers may not climb ladders or stools or administer first aid other than giving necessary supplies to a visitor.

Mono-filament removal

Purpose: Remove mono-filament line, hooks, lures and bobbers from refuge vegetation.

Key Responsibilities:

- Operate a kayak in refuge waters
- Remove mono-filament line, lures, hooks etc from vegetation around the refuge waters
- Clean and properly store all equipment

- Properly dispose of all trash, mono-filament, lures etc... to the crew leader
- Report damaged or broken exhibits, safety hazards or any injuries to staff
- Read volunteer handbook for additional information.

Report to: The crew leader.

Time Commitment: as needed/weekly on Fridays.

Qualifications: General paddling experience, the ability to swim, physically fit to carry a kayak and handle paddling in hot strenuous conditions.

Support: Training for the position will be provided if it is needed.

Age Requirement: Minimum age of 18.

Dress Code: A uniform shirt, hat and safety equipment will be provided. Wear closed toed shoes and gloves for safety.

Potential hazards: Stay Hydrated. Do not approach wildlife, use insect repellent and sun screen, avoid stinging insects, poison ivy and other hazardous situations. Use care when operating tools and equipment. Wear gloves.

Administration/Telephone Reception

Purpose: Answer incoming telephone calls and do minor administrative work.

Key Responsibilities:

- Answer incoming calls
- Some filing and other office duties
- Report damaged or broken exhibits, safety hazards or any injuries to staff
- Read volunteer handbook for additional information.

Report to: Volunteer Coordinator, Jeffrey Combs

Time Commitment: as needed/weekly.

Qualifications: Good knowledge of Refuge, tour/interpretive program schedule, other organizations on the island. Volunteer must complete necessary trainings (listed in volunteer opportunities and training chart) for this duty.

Support: Training for the position will be provided if it is needed.

Age Requirement: Minimum age of 18.

Dress Code: A uniform shirt will be provided. Wear closed toed shoes

Potential hazards: Volunteers should avoid germs/viruses from visitors and be cautious on slippery ramps or boardwalks. Volunteers may not climb ladders or stools or administer first aid other than giving necessary supplies to a visitor. All hazardous situations should be avoided.