



Assabet River National Wildlife Refuge Position Description – Front Desk Greeter at Visitor Center



The Visitor Center (Center) at the Assabet River National Wildlife Refuge (Refuge) is located at 680 Hudson Road, Sudbury, MA. It is open year-round with starting hours as Sat & Sun, 10am – 4pm; these hours will be expanded to Fri thru Sun, 10am – 4pm as soon as road construction is 100% complete and then to Thurs thru Sun, 10am – 4pm by January 2011.

The Center is a newly constructed, “green” building that the local community and tourists will visit to learn more about local wildlife and habitats, as well as the United States Fish & Wildlife Service. 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. The Center also houses interactive, hands-on educational exhibits, a multi-purpose meeting room, and a Friends Group nature store.

Role of a “Greeter”:

- Welcome visitors to the Refuge
- Keep brochure racks stocked with pertinent information
- Maintain a log of “Frequently Asked Questions”
- 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)
- Guide visitors towards the exhibits area
- Possess a friendly demeanor
- Track # of visitors and record at the end of each day
- Clean glass on the exhibits and doorways
- Answer phone at front desk

Time Commitment Required:

- Minimum of one 4-hour shift per month
- Sign-up in advance on schedule and notify refuge staff immediately if shift cannot be honored
- Primary shifts are: 10am – 2pm and 12pm – 4pm; overlap and “doubling up” is encouraged
- 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.

Training:

- Greeters will be trained and provided an orientation prior to his/her first shift and/or during first shift
- Attendance to the Eastern MA NWR Complex Annual Volunteer Orientation is highly recommended (typically held in March or April each year – approximately 2 hours long)

Incentives:

- Contribute in your local community
- Share with visitors what a special place the Refuge is
- All volunteers earn nonmonetary awards as they build the # of hours they contribute
- Make new friends

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

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