

U.S. Fish & Wildlife Service
Sacramento NWR Complex
Visitor Services Volunteer--Residential

Position Title: Visitor Services Volunteer

Supervisors: Visitor Services Manager and Visitor Services Specialist

Objective: The volunteer is responsible for interacting with youths and adults, facilitating the public's enjoyment and understanding of the Complex and its natural resources and assist in operating a visitor services program for over 200,000 visitors per year.

Duties: The volunteer will work primarily on-site at the Sacramento, Colusa and Sacramento River NWR, providing visitors with information about the Complex and its resources. The volunteer will answer phones, assist with tours, provide interpretation, assist with environmental education programs, Junior Duck Stamp program, and complete various other duties as needed.

Duty Station: Sacramento NWR, Willows, CA

Qualifications:

- Understand the purpose of the refuge, its wildlife and visitor services programs, the National Wildlife Refuge System and the location of the refuge lands.
- Treat volunteer service as a serious responsibility.
- Complete training when needed, wear the refuge volunteer uniform properly, and report to duty on schedule.
- Take initiative to complete job duties with diligence and excellence.
- Be organized, motivated, flexible, and able to complete multiple tasks in a timely manner.
- Be comfortable working in the field with possible exposure to ticks, stinging insects, poison oak, feral pigs, mountain lions, rattle snakes, and inclement weather conditions including hot or cold temperatures, walking on uneven ground and lifting and bending.
- Work on a team, assisting staff and visitors whenever needed, and approach duties with a positive attitude.
- Have strong interpersonal communication, public speaking, and writing skills.
- Are capable of leading group tours and use interpretation techniques and scientific knowledge to provide instruction on local ecosystems.
- Work effectively with people of various perspectives and temperaments.
- Have patience and tact with visitors and school groups—many visitors ask repetitive questions regarding the refuge and hunting
- Willingness to obtain knowledge and understanding of nature, common flora and fauna, and migratory birds that use the Complex.
- Are flexible with variety of duties and daily plans.
- Possess a valid driver's license and ability to drive U.S. Fish and Wildlife Service (FWS) vehicles including a 12-passenger van and an electric tram.
- Ability to or learn to operate computers for word processing and spreadsheets.
- Pass a background check which includes fingerprinting.

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Major Duties (Other duties may be assigned as needed)

Assist Refuge staff with a variety of work related to visitor services at the Complex. Specific duties may include: (* = everyone)

Reporting/Internal Communications

1. *Participate in regular volunteer and visitor services meetings.
2. *Record hours and activities at the end of each work day.
3. *Assist with staff with day-to-day office or outside operations at the Complex.

Outreach/Website

1. Participate in fairs/events and mailings.

Visitor Center/Bookstore

1. **Open and close the visitor center and bookstore.
2. **Greet visitors and provide helpful, accurate information and materials.
3. **Answer questions via phone and in-person, using good communication and public relations techniques.
4. *Regularly fill and clean the brochure racks.
5. Sell publications and other merchandise in the bookstore. Maintain bookstore by completing monthly deposits. Restock, reorder, and clean bookstore as directed.
6. *Maintain, refill, and clean bird feeders.

Interpretation and Environmental Education

1. Facilitate interpretive programs for visitors when needed.
2. *Maintain sign-out log for loan items (i.e., binoculars).
3. Possibly assist with limited school group presentations.
4. *Assist with facilitating the California Junior Duck Stamp Contest and Program (data entry, outreach programs, and judging event). Assist with mailings (judges, invitations, schools); collect, sort, and enter artwork in database as it arrives; assist with selection of conservation message winners; assist with organizing and hosting the contest; organize and return artwork to participants; create certificates for all participants; and assist with preparing JDS display.
5. Possibly drive tram and present auto tour programs.
6. **Rove platforms and conduct informal interpretation.
7. Take photographs on refuges of wildlife, habitat, and visitors (with permission).

Vehicle and Facility Maintenance

1. Wash and clean interior and exterior of visitor service's vehicles weekly.
2. *Fill vehicles with fuel when needed.
3. Maintain electric tram when needed (check batteries, refill with water, wash, plug in for charging).
4. *Clean and maintain public restrooms and trash on auto tour 1-2 times weekly.
5. *Maintain trails and update kiosks.

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6. *Check for maintenance needed on viewing platform deck, scopes, rails, etc.
7. Drive to various refuges/units to check brochures, auto counter, etc.

Habitat Work

1. Work on the native plant garden (gardening, watering, weeding, planting plants, etc.)
2. Monitor plants and monarchs
3. Collect native plant seeds
4. *Monitor wildlife for diseased/dead individuals. Will contact staff for pick up.
5. *Trash pickup. Will be aware of any unsafe objects and hazards and will use gloves.

Other Duties

1. Some volunteers will have opportunities to create and work on individually designed projects as needed or approved by staff. Possibilities include: educational displays, signs, lead programs, etc.
2. Potentially drive a truck pulling a trailer with supplies (large water jugs).

Obligations:

- Assist the visitor services manager in conducting a successful visitor services program for ~200,000 visitors annually.
- Complete the training needed to perform the assigned duties safely and efficiently. Follow all safety and health requirements including the use of personal protective equipment and instructions. Report unsafe conditions, concerns, or close calls to your supervisor immediately.
- Provide own transportation to and from the primary duty station. May drive government vehicle while working as a volunteer but must possess a valid state driver's license and follow all vehicle safety protocols including wearing a seat belt, not using a cell phone or electronics while driving, and adhere to the 15 mph speed limit on refuge lands. Vehicle travel on the refuge is restricted to roads and levees unless other arrangements have been coordinated with refuge staff.
- Willing to serve without monetary compensation.
- Report for work on dates and times as agreed with your supervisor.
 - Work will be coordinated with the supervisor to determine exact locations.
 - Tour of duty will be set with supervisor from 8:30 a.m. to 4:15 p.m. for 4 days per week (no federal holidays).
 - The refuge reserves the right to change the volunteer's work schedule in order to meet supervision needs and housing availability.
 - Prefer applicants to start in October, November, or December and work at least 4 months.
- Required to have a personal cell phone for emergencies and communication with supervisors.
- Use of the refuge is permitted only for authorized purposes and times.
- Willingness and flexibility to assist staff and visitors when needed.
- Work cooperatively as a member of the refuge team.
- Will conduct personal affairs in a manner that does not adversely affect the FWS or their own integrity, reputation or credibility.

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- On-site housing is a possibility. Occupants are expected to abide by the bunkhouse or RV rules which include no pets in the bunkhouse.
 - Willing to contribute a minimum of 28 hours per week for 3-4 months to receive government housing (RV space or bunkhouse).
- If using a government computer, volunteers will follow the Rules of Behavior for Network Resources and agree to the responsibilities, security measures, and expected behavior outlined in that document. A failure to follow them can result in disciplinary action.
- Volunteers also help protect refuge resources and visitor safety by informing visitors of potential safety hazards, conducting programs in a safe and orderly manner, and reporting safety hazards and law-breaking to their supervisor or to law enforcement. Volunteers will not engage in law enforcement.
- Commitment to adhere to the FWS and California Department of Fish and Wildlife conservation regulations.
- USFWS volunteers are not considered to be Federal employees for any purposes other than tort claims and injury compensation. Volunteer service is not creditable for leave accrual or any other benefits. However, volunteer service is creditable work experience.

Criteria for Dismissal:

The following can result in immediate dismissal:

- Missing a work period without prior notification or constant absenteeism.
- Not completing or following the qualifications or obligations above.
- Disrupting the effectiveness, quality, or success of the refuge operations.
- Not following USFWS and/or Refuge specific regulations (such as closed areas) without prior permission from a supervisor.
- Misuse of government property including vehicles, keys or use of closed areas.

To apply:

Fill out an application on our website: <https://www.fws.gov/refuge/Sacramento/volunteer.html>

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Qualified applicants will be contacted for an interview. We prefer applications between April – July.