

U.S. Fish & Wildlife Service
Sacramento NWR Complex
Volunteer Opportunity

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 165,000 visitors per year.

Duties: The volunteer will work primarily on-site at the Sacramento NWR, providing visitors with information about the Complex and its resources. The volunteer will answer phones, assist with tours, provide interpretive services, assist with implementing limited environmental education programs, and complete various other duties as needed.

Duty Station: Sacramento NWR, Willows, CA

Qualifications:

- Ability to clearly understand the purpose of the refuge, its wildlife and visitor services programs, the National Wildlife Refuge System and the location of the Refuge lands.
- A desire to treat volunteer service as a serious responsibility.
- Complete training when needed, wear the refuge volunteer uniform properly, and report to duty on schedule.
- Takes initiative to complete job duties with diligence and excellence.
- Organized, motivated, flexible and able to complete tasks in a timely manner.
- Ability to work in the field with possible exposure to ticks, stinging insects, poison oak, and inclement weather conditions including hot or cold temperatures, walking on uneven ground, lift and bend.
- Ability to work effectively with people of various perspectives and temperaments.
- Ability to work on a team, assisting staff and visitors whenever needed, and approach duties with a positive attitude.
- Strong interpersonal communication and public speaking skills.
- Capable of leading/talking with groups and use interpretation techniques and scientific knowledge to provide instruction on local ecosystems/wildlife.
- Ability to 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 refuge.
- Possess a valid driver's license and ability to drive U.S. Fish and Wildlife Service (FWS) vehicles (including a 12-passenger van and tram).
- Ability to or learn to operate computers for word processing and spreadsheets.

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- Pass a background check which includes fingerprinting.

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:

Reporting/Internal Communications

1. Participate in public use weekly meetings at the refuge and other meetings as needed.
2. Record hours and activities at the end of each work day.
3. Assist with staff with day-to-day office operations at the Complex.
4. Operate office machines such as computer, fax, laminator, and copier and computer programs such as Microsoft Excel and Word.

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 as directed. Restock, reorder, and clean bookstore as directed.

Interpretation and Environmental Education

1. Facilitate interpretive programs for visitors when needed.
2. Assist with school group presentations.
3. Assist with facilitating the California Junior Duck Stamp Contest and Program (data entry, outreach programs, and judging event).
4. Drive tram and give auto tour programs.
5. Rove platforms and conduct informal interpretation.
6. Participate in fairs/events.
7. Utilize Complex's website to find information for visitors.

Vehicle and Facility Maintenance

1. Wash and clean interior and exterior of visitor service's vehicles weekly.
2. Clean and maintain public restrooms and trash on auto tour 1-2 times weekly.
3. Maintain trails and update kiosks.
4. Check for maintenance needed on viewing platform deck, scopes, rails, etc.

Other Duties

1. Some volunteers will have opportunities to create and work on individually designed projects as desired, needed or approved by staff. Possibilities include: educational displays, signs, and create new programs.

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Obligations:

- Assist the visitor services manager in conducting a successful visitor services program for ~165,000 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 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 8:00 a.m. to 4:30 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.
- 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.
- On-site housing is a possibility including an RV space and bunkhouse. Occupants are expected to abide by the bunkhouse and housing rules (includes no pets in the bunkhouse).
 - Willing to contribute a minimum of 30 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.

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- FWS 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.

Send Resume with Cover Letter to:

Lora Haller • Visitor Services Specialist • lora_haller@fws.gov • (530) 934-2801
Sacramento National Wildlife Refuge Complex
752 County Road 99W
Willows, CA 95988

Applications accepted July – September. Qualified applicants will be contacted for an interview.