

Volunteer Position Description Quivira NWR

Position: Visitor Services Assistant

Goals: To provide a variety of Environmental Education and Interpretation (EEI) services, especially as part of the Refuge's Visitor Center operation.

Duties and guidelines:

Priority duty will be assisting in the operation of the Refuge Visitor Center, to include (but not be limited to) the following duties:

- Attending the Visitor Center desk
 - 1) Greeting Visitors
 - 2) Answering the phone
 - 3) Selling gift shop items
 - 4) Counting Visitors
 - 5) Answering Questions
 - 6) Handing Out Literature
 - 7)
- Having visitors sign guest registry
- Stocking brochure rack
- Showing videos in lobby
- Checking restrooms for supplies

Depending on skills and interests, the following occasional duties will be part of the position:

- Assisting with and presenting interpretive programs to the general public about any variety of natural history subjects
- Assisting with and presenting environmental education programs for school groups
- Helping to develop EEI programs

Other secondary tasks include:

Guidelines:

- Be courteous and attentive.
- Be available to work at least one weekend day per week.
- Never leave the front desk / lobby area unattended.
- Avoid eating or drinking at the front desk.

Qualifications and Skills Required:

- Ability to meet with people to provide information about the Refuge.
- Willingness to learn about Quivira in order to answer questions from the public.
- Ability or willingness to learn how to operate audio-visual equipment to provide programs to visitors.
- Skills, knowledge, or expertise in a subject you would be willing to share with others.
- Ability to work both indoors and outdoors.

Qualifications and Skills Recommended:

- Knowledge of Quivira and general natural history.
- Ability to speak before groups of people. These groups could range in size from a dozen to several dozen, and age groups from children on up.
- Ability to communicate natural history interpretation to a wide range of age groups.
- Ability and experience teaching about natural history and working with, and being around, a variety of age groups of children and adults.

Work-place:

- 90% of time will be spent attending the Visitor Center desk.
- 10% of time will be spent in preparation and presentation of EEI programs, including constructing and/or procuring equipment and supplies, as well as other duties as described above.

Time Requirements: Three (3) days per week, with the availability to work at least one weekend day.

Visitor Services Specialist

Updated: 2 July 2012