

## Wildlife Center Volunteer Job Description

**JOB TITLE: WILDLIFE CENTER VOLUNTEER**

TYPE: Volunteer

REPORTS TO: Wildlife Center Volunteer Services Leader, Wildlife Center Coordinator, and Store Manager

### PROGRAM DESCRIPTION:

Opened in 2008, the Wildlife Center serves as a gathering place and launching point for visitors, organized groups, and Refuge programs. This lively building is staffed entirely by volunteers, who are often the first faces visitors see when they arrive at the Refuge. The Wildlife Center is also home to Nature's Overlook, the Friends of the Refuge nature store. All the profit from Nature's Overlook helps fund Refuge projects including the Environmental Education program, habitat restoration, and general maintenance. As a Wildlife Center Volunteer you are helping fuel a conservation ethic in our public to protect and conserve the well-being of the natural environment, both at the Refuge and beyond.

### MINIMUM QUALIFICATIONS:

- Willing to share enthusiasm about refuge and provide outstanding customer service to refuge visitors.
- Good oral communication skills
- Willingness to devote a minimum of two shifts (approx. 8 hours) per month to Wildlife Center volunteer duties at the refuge
- Ability to perform the tasks required
- Must maintain a Friends of the Refuge membership

### TASKS PERFORMED:

- Welcome and greet visitors and help them get oriented to the Wildlife Center and the refuge
- Use cash register and credit card machine to sell merchandise to refuge visitors.
- Perform opening or closing procedures as required
- Answer questions about the refuge, exhibits, upcoming events, etc.
- Explain regulations for visitors (no dogs, no jogging, seasonal closures, etc.)
- Answer visitor questions or direct them to refuge personnel if necessary
- General upkeep of store (keeping merchandise neat and light cleaning/dusting)
- Price and stock merchandise at direction of Store Manager
- Assist with inventory tasks as needed
- Assist with answering phone
- Occasional clerical tasks (preparing mailings, copying, special projects)
- Other duties as they arise

## TRAINING COURSES

- Wildlife Center volunteer training class
- Point of sales orientation and training
- Refuge Orientation - purposes and features
- Participation in additional non-formal trainings is encouraged but not required.