**Volunteer Job Title: VISITOR CENTER/OFFICE ASSISTANT**

**General Description:**

Support the park with basic clerical duties, answer phones, and operate the cash register.

**Specific Duties:**

 Greet park visitors in person or on the phone in a friendly and professional manner.

 Inform visitors about fees and regulations.

 Handle product sales and fees, as needed.

 Distribute brochures and other information to inform visitors about the park.

 Provide directions to park facilities.

 Answer questions about interpretive programs and take reservations.

 Restock brochure racks.

 Assist park staff with filing, faxing, making copies, and other office duties.

 Report monthly volunteer hours to Park Volunteer Coordinator.

**Qualifications:**

 Good interpersonal skills and neat appearance.

 Communicate effectively with the public and park staff in person and on the phone.

 Able to give clear directions and take messages.

 Able to handle money and operate cash register.

 Able to organize and complete paperwork.

 Able to work independently in designated area of responsibility.

 Basic office skills.

**Training:**

 Orientation using Volunteer Orientation/Training Checklist

 Cash register operations and cash handling

 Emergency procedures

 Use of various office equipment

 On-the-job training as needed