



Position Description: Nature Center Guide

Status: Volunteer

Date Created: January 2020

POSITION PURPOSE

Under the supervision of the Education and Outreach Department staff on shift, the Nature Center Guide is responsible for admitting visitors, event sales, informing the public about daily programs and activities, interpreting nature center exhibits and displays both indoors and outdoors, answering visitor questions, completing transactions in the gift shop, and maintaining the cleanliness of the nature center, gift shop, lobby and also some limited indoor ambassador care.

I. POSITION RESPONSIBILITIES

Nature Center Guide

1. Nature Center

Duties include assisting with:

- a. Welcoming and orienting visitors, providing maps, and conducting ticket sales
- b. Soliciting visitor information for the purposes of donor stewardship
- c. Communicating CFW's mission, philosophy, seasonal statistics, and green campus features to visitors
- d. Providing visitors with information about daily/upcoming programs and activities
- e. Interpreting nature center exhibits and displays for visitors and answering questions
- f. Leading/assisting educators with programs and activities in the nature center
- g. Overseeing and encouraging the appropriate and safe behavior of visitors, especially around reptile enclosures and hands-on exhibits
- h. Keeping the nature center cleaned and organized
- i. Use appropriate sources for information on ecology/natural history to guests

2. Gift Shop

Duties include assisting with:

- a. Completing gift shop transactions and attending to customer's needs
- b. Keeping the gift shop space and merchandise clean, organized, and well stocked
- c. Letting staff know of any limited stock

3. Outdoor Visitor Experience

Duties include assisting with:

- a. Welcoming and orienting visitors, directing visitors to admissions.

- b. Communicating CFW's mission, philosophy, seasonal statistics, and green campus features to visitors
- c. Providing visitors with information about daily/upcoming programs and activities
- d. Interpreting outdoor exhibits and displays for visitors and answering questions
- e. Leading/assisting educators with programs and activities outside
- j. Overseeing and encouraging the appropriate and safe behavior of visitors, especially around ambassador enclosures, mud kitchen, and climbing area
- k. Keeping the visitor area clean and free of trash, encouraging "leave no trace policy"
- l. Using appropriate resources when relaying information on ecology/natural history to guests

II. DESIRED SKILLS, KNOWLEDGE, AND ABILITIES

- a. Basic knowledge of native species and ambassadors, as well as their natural and personal histories
- b. Strong understanding of CFW's mission, philosophy, and messaging
- c. Ability to learn and speak to the green features of CFW's building, and how they relate to mitigating challenges to local wildlife and ecosystems
- d. Ability to interact professionally and comfortably with members of the public
- e. Must enjoy working with people and answering visitor questions
- f. Ability to operate a cash register, as well as a POS system.
- g. Comfortable in crowded/busy situations
- h. Comfortable encouraging appropriate and safe behavior from our visitors
- i. Ability to multi-task and maintain composure during peak admission times
- j. Must enjoy assisting in leading nature crafts and other activities for all age groups and demographics.
- k. Computer literacy.

III. TIME COMMITMENT

One four-hour shift per week for the season, ending October 1st , with the option to return the following season, assist with special events, and/or continue volunteering year-round.

Name: _____

Signature: _____ **Date:** _____