

## Job Description – Volunteer Visitor Services

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**Work Location:** Eldorado Canyon State Park

**Staff Contact:** Cassandra Flowers

**Phone:** 303-494-3943 **E-mail:** [eldorado.park@state.co.us](mailto:eldorado.park@state.co.us)

**Supervisor:** Tourist Assistant and Park Rangers

### Time Commitment Expected:

- ❖ 6 Hours per month required (2 hour shift minimum)
- ❖ May through September shifts required
- ❖ Weekend shifts preferred

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### PROGRAM DESCRIPTION

If you are outgoing and enjoy talking to people this position is for you! This position provides support in the Visitor Center and/or Entrance Station through greeting visitors, orienting guests to the park, selling park passes and bookstore merchandise, and answering phone inquiries. This position supplies essential help for park staff during our high-use season.

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### RESPONSIBILITIES AND DUTIES

- ❖ Work in the park entrance booth, selling passes and answering visitors' questions
- ❖ Assist Visitor Center staff with running the cash register, selling passes, helping visitors, and answering phone calls
- ❖ Monitor Visitor Center restrooms and assist with cleaning when needed
- ❖ Help with displaying and re-stocking books
- ❖ Assist with light maintenance in the Visitor Center (dusting of bookshelves and counter, etc.)
- ❖ Inform guests of programs/events happening in the park
- ❖ Perform other duties as assigned

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### QUALIFICATIONS DESIRED

- ❖ Must be at least 16 years old
- ❖ Willingness to work with people of diverse backgrounds and ages
- ❖ Must be dependable
- ❖ Cash handling experience desired
- ❖ Previous experience in a park environment preferred
- ❖ Familiarity with Eldorado Canyon State Park and its trails a plus

- ❖ Outstanding decision-making skills and judgment
- ❖ Committed to Colorado State Parks' and Eldorado Canyon State Park's mission and goals
- ❖ Excel at working individually and as a team member
- ❖ Computer (Microsoft programs) experience preferred
- ❖ Bilingual skills a plus

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### **TRAINING AND/OR PREPARATION REQUIRED**

- ❖ Training will be provided on-site by Tourist Assistant or Ranger
- ❖ Must create a user profile on the Colorado State Parks Volunteer Database in order to track hours
- ❖ Public speaking experience highly recommended

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### **EVALUATION EXPECTATIONS**

- ❖ Volunteers will meet with their supervisors once a month to discuss concerns, report both positive and negative aspects of their experiences, and modify duties if appropriate
- ❖ If a direct meeting cannot occur, the individual will fill out a monthly evaluation form, which the supervisor will address in private with the volunteer if requested or necessary
- ❖ Volunteers that are not reliable, do not carry out their responsibilities or are otherwise unprofessional will be dismissed

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### **BENEFITS**

- ❖ 48 hours of service earns you a Colorado State Parks volunteer pass, good at all 41 state parks
- ❖ The chance to be a member of a wonderful team and sharing your love of Eldorado Canyon
- ❖ Opportunities to work directly with the Interpretive Supervisor to learn the appropriate techniques of developing and presenting interpretive programs for interested, exceptional volunteers
- ❖ Beginning and/or end of season appreciation barbecue
- ❖ Continuing education opportunities possible

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### **OTHER COMMENTS:**

There is limited enrollment for the Visitor Services Program – only 5 applicants will be accepted. An interview and background check are required. Applications are available at Eldorado Canyon State Park. Call (303) 494-3943 or e-mail [eldorado.park@state.co.us](mailto:eldorado.park@state.co.us) for more information.