

U.S. Fish and Wildlife Service Tamarac National Wildlife Refuge



Volunteer Program Contact: Janice_Bengtson@fws.gov or 218-844-1756

Visitor Center Host

Purpose: To welcome visitors and provide information about the refuge and surrounding area.

Duties/Responsibilities

- Open or close visitor center: opening/locking doors, turning lights and audio visual equipment on/off, putting out and taking in bird feeders, stocking supplies in the gift shop, recording visitor stats.
- Greet visitors and provide helpful and accurate information and materials.
- Operate cash register and credit card machine for retail sales on behalf of the *Friends of Tamarac*.
- Show Tamarac movie upon request.
- Light cleaning and restocking of supplies in visitor center and restrooms; sweeping front walkway, patio, upper deck, proper cleaning of exhibits and maintenance of bird feeders
- Answer phone to provide refuge information or direct calls to appropriate staff. Receive deliveries for staff.
- Keep park rangers informed of supplies, brochures needs.
- Report any problems and/or potential problems to the public use staff.
- May perform other duties as assigned.



Qualifications:

- Ability to clearly understand the purpose of the refuge and its wildlife management programs as well as the National Wildlife Refuge System and the ability to learn the layout of the refuge.
- An enjoyment in working with people and diverse groups of people.
- Good interpersonal communication skills with the ability to present a positive image to the public and to articulate information in person and by phone.
- Willingness to obtain knowledge and understanding of nature, ecology, wildlife, plants, and birds and the ability to learn local ecosystems, common flora and fauna of the refuge.
- Willingness and flexibility to accept responsibility of assisting staff and visitors when needed. Ability to work as a team in a service capacity.
- Ability to learn to operate equipment such as cash register, telephone console, iPad, computers for word processing, photo copier etc.
- Ability to learn to operate binoculars, scopes and tripods.
- Physical ability to sit and stand for 4 or more hours. Ability to stoop and bend and do some light lifting.

Training:

- Training will be provided through orientation, on the job and mentoring.
- Wildlife Workshops as available through Birding Festival, Master Naturalists and Refuge Tours.

Time commitment: 4-8 hour/ day 1-3 days/week.

Supervisor: Park Ranger/Visitor Center Manager