

Lewis & Clark National Historic Trail

Volunteer-In-Park (VIP)

Visitor Use Assistant Position Description

Volunteer is responsible for staffing the visitor center desk and performing general front desk operations.

SUPERVISOR: _____

Responsibilities

- Greet visitors and provide information about Lewis and Clark National Historic Trail, the National Parks Service, the riverfront, Omaha and the Midwest Regional Office.
- Engage visitors in conversation and explain visitor center displays.
- Log in guests for meetings and MWRO official business.
- Answer phones and transfer calls to appropriate party.
- Maintain cleanliness of front desk and visitor center exhibits.
- Operate cash register in accordance with established procedures for WNPA (Western National Park Association) transactions.
- Follow current lost-and-found procedures for visitor property.

Knowledge, Skills, and Attributes Required

- Ability to communicate effectively orally and in writing to visitors and employees.
- Knowledge of or ability to learn the cultural and natural history of the Lewis & Clark National Historic Trail and surrounding area to provide accurate information.
- Comfortable handling money and counting out basic change.
- Capable of working with minimal supervision.
- Dependable, personable, tactful, and courteous.

Commitment

Time required: Minimum 2 hour shift. Shifts available 7 days/week, 8am – 5pm. **All volunteers are asked to commit to at least 2 months of service.**

Security Clearance < 180 days >180 days

Benefits

Volunteers work alongside a variety of paid and non-paid staff, and receive training in National Park Service mission and policies, Interpretation, and Visitor Center operations. Visitor Center volunteers will be exposed to historical material, and have the opportunity to interact with visitors, sharing the history of Lewis and Clark on the trail and in the Omaha area.

Dress Code

Volunteer will be provided two shirts, a hat, and seasonal outerwear (when appropriate). Black, tan, or navy slacks and informal shoes are the responsibility of the volunteer. No jeans or tennis/running shoes unless appropriate to the activity or black in color. All employees are expected to dress in an appropriate and professional manner.