

Volunteer Information Center Host Job Description

Job Title: Volunteer Information Center Host

Program Goal : To support the Forest Service in its activities on the site and to provide excellent customer service to the visitors at Multnomah Falls.

Objectives:

1. Free Forest Service personnel from Visitor Center duties so they can have more presence on the trails and on the plaza.
2. Inform the Forest Service Site Manager of any immediate crisis, emergencies or events and take action as directed by the Forest Service Site Manager.
3. Provide accurate information and clear directions to the visitors.
4. Interact with visitors to the site in a friendly and gracious manner.

Responsibilities:

1. Familiarize yourself with the interpretive displays, brochures, photographs, hand-outs, and books.
2. Sign in upon the beginning of your shift and sign out at the end of your shift.
3. Wear your volunteer vest and nametag. (Both provided).
4. Be familiar with the FOMF training manual. (It is provided to all new volunteers).
5. Provide visitors with brochures and maps.
6. Give directions to places of interest.
7. Know how to answer the Visitor Center's phone.
8. Respond quickly according to the Forest Service protocol to emergencies.
9. Keep and record accurate visitor counts.
10. Log accurate and detailed entries in the sign-in book when a significant event occurs.
11. Provide ongoing assistance in cleaning during slack times.

Qualifications:

1. Minimum age of 18.
2. Have transportation to and from Multnomah Falls.
3. Be able to communicate orally, one-on-one and with small groups of visitors of all ages with diverse backgrounds and languages. Proficiency in a foreign language is not necessary but the ability to be patient and to attempt to understand a foreigner's efforts to communicate is essential.
4. Be able to interact, provide information and to serve a wide variety of people and situations with patience and enthusiasm.
5. Be able to handle an emergency until the Forest Service arrives or emergency personnel arrive.

Training and Supervision:

1. The volunteer should attend training sessions sponsored by FOMF and the Forest Service.
2. FOMF also offers an on-the-job mentoring program. Each new volunteer will be matched with an experienced volunteer for on-site training.

3. The FOMF volunteer coordinator will help to schedule the time the new volunteer is available to work at the center. New volunteers will also be supervised by the Forest Service Site Manager.

Commitment:

Each volunteer will work a 3 or 4 hour shift when they report for duty. The volunteer is expected to arrive 15 minutes prior to their shift. A volunteer should expect to work at least twice a month in order to really know the job. However, some volunteers come once a month while others come each week. A monthly calendar is emailed prior to the next calendar month. Volunteers will be expected to view the calendar and notify the Volunteer Coordinator if any dates are not correct.

Benefits:

1. The opportunity to meet people from all over the world.
2. A chance to practice your second language, especially Spanish, Chinese, Korean, Japanese, German and Russian.
3. A letter of recommendation for future job or volunteer opportunities.
4. An opportunity to continue our usefulness and expertise beyond retirement.