## **City of Lakewood Volunteer Job Description**

Department: Community Resources Division: Regional Parks and Golf Committee: Visitor Center Assistant

Last Updated: May 2014

### **Committee Leadership**

Visitor Center Specialist Lydia Lawson (303) 697-6159 lydlaw@lakewood.org



The schedule will be determined after training and will involve covering scheduled shifts during regular visitor center hours and assisting with program registrations during special events and naturalist programs.

#### **Purpose**

The Visitor Center Assistant's primary purpose is to: assist the visitor center specialist with providing public information and computer support services for the Lakewood Regional Parks headquarters.

#### Responsibilities

Volunteers are responsible for assisting visitor center specialist with managing the public information desk, dispensing accurate park information, greeting visitors, answering phones, taking accurate messages, returning voice messages, taking reservations and program registrations, collecting fees, operating base station radio to relay information to staff in the field and utilizing the computer for a vast array of office functions. In addition, the volunteers are responsible to complete a minimum hour 20 hours per year.

#### Qualifications

The volunteer must be able to prove the following ability to:

- Complete all training including basic first aid and CPR.
- Ability to work independently and as a team player.
- Must be able to pay attention to detail and handle multiple tasks.
- Ability to communicate with a wide variety of people, including citizens and staff in person, by radio, using tact and diplomacy.
- Ability to provide excellent customer service.
- Ability to demonstrate reliability and dependability.
- Ability to exercise tact and discretion in handling confidential personal information.

### **Age Requirement**

The minimum age requirement for this committee is 18 years of age.

#### **Training**

Training will be provided by the Regional Parks Visitor Center Specialist. The training will include: park information, park natural history, visitor center operations, using RecTrac to assist customers, general park procedures and policies. During training, volunteers will be shadowing the visitor center specialist and will not be expected to handle the daily operations of the visitor center information desk without assistance. CPR and first aid certification will also be required and will last approximately 6-7 hours.



# **Dress Code**

Volunteers will be issued a volunteer shirt and are encouraged to wear comfortable work shoes.

## **Work Environment**

 $Indoor/Outdoor-This\ volunteer\ position\ participates\ year-round.\ The\ changing\ Colorado\ weather\ is\ a\ strong\ factor.$ 

# **Punctuality and Absenteeism**

If the volunteer is going to be late or miss a scheduled assignment, they must contact the committee leadership prior to their shift.