



Visitor Information Center Volunteer

Location of Volunteer Opportunity:

- Kelly Barn at Capt. Wilbur Kelly House Museum, 1075 Lower River Road, Lincoln, RI
- Slater Mill Historic Site, 67 Roosevelt Ave., Pawtucket, RI
- Roger Williams National Memorial, 282 North Main St., Providence, RI

Goals:

- To provide visitors with quality visitor services and to aid in facilitating the opportunity to make connections with site resources through quality customer service.
- To assist visitors' immediate needs with accessing site facilities, programs, special events.
- To offer hospitality to visitors of all abilities in enjoying their visit to the site.
- To offer the volunteer a meaningful and experience from their volunteer time.

Goal of Volunteer Position:

- Volunteer to assist NPS staff on-site either at the visitor services desk, or under the visitor information tent by providing accurate information on:
 - o Site resources (historical and current)
 - o Directions (sharing BHC's interactive map, other maps, and directions as requested)
 - o Special site programs (such as Junior Ranger materials, demonstrations, river significance.)
- Utilizing the volunteer's passion for history and sharing with the public.

Qualifications:

- Minimum age of 18 years old, enjoys people and possesses a desire to share their knowledge and educate others of the site resources.
- Comfortable speaking to small groups and one-on-one.
- Volunteer able to answer repetitive questions about the site and its resources in a caring and professional manner. (If the volunteer does not know the answer to the question, the visitor will be referred to another staff member, or visitor contact information will be requested so that a full answer can be forwarded when available.)
- Personal interest in the site is an added quality. Site resources can be learned. Volunteers will be encouraged to make an attempt to continually increase their knowledge of the site.
- Volunteers will provide their own transportation to and from the volunteer site. No public transportation is provided by the volunteer program. Some locations are on the bus route.
- The volunteer coordinator will provide uniform items for volunteer tasks. A green shirt with the volunteer patch and nametag is required when volunteering. Tan or beige pants in a complementary color will be supplied by the volunteer and worn with the volunteer shirt.
- General grooming and clothing need to reflect a professional clean, and neat appearance at all times when representing the volunteer program and site.

Time Commitment:

- At least 3 hours per volunteer shift outside on-site. The most desirable volunteer shift during core hours of 10:00 A.M. to 3:00 P.M., Thursdays through Sundays.
- Each volunteer site contact will coordinate a predetermined volunteer schedule. Volunteer and site contact will determine days the volunteer is available at least two weeks in advance.
- We all know life happens. Volunteers are asked to reach out to the site contact as soon as the schedule needs to be updated.

Performance Plan: Visitor Information Center Volunteer

1. Visitors will receive accurate and timely information.

Suggested activities:

- Be available and approachable while volunteering.
- Answer routine questions about site accessibility, restrooms, picnic area, local recreational opportunities, and pet areas in appropriate detail.
- Use brochures/maps/handouts to answer involved questions about resources in or near the site.
- Use resources to aid the visitor, for example, MapeMe, NPS park app if needed to assist visitors.
- Create conversations with visitors to share your personal connection with site resources.

2. Visitor Information Center/desk area appears clean and well-stocked.

Suggested activities:

- The front table or desk area is kept tidy and uncluttered.
- Materials are displayed for easy access for visitors and re-supplied when needed.
- AV equipment is working for visitors to view short site video clips.
- Keeping a tally on how many visitors stopped by the information tent.
- Statistics forms should be updated at the end of each shift.
- Each volunteer will be responsible for recording their volunteer hours on their VIP page. A login will be created for each volunteer to access the volunteer website.

The Volunteers-In-Parks program

- All volunteers are welcome to participate in the entire volunteer program as much or as little as desired. It's all about quality, not the quantity of the volunteer's time.
- Volunteers will be informed of volunteer opportunities through e-mails, on their VIP page, and the BHC newsletter. Notices will also be posted on Skills Workshops, partner activities, Volunteer Appreciation, and so much more!
- We encourage volunteers to make a difference by leading, teaching, and giving of their time. Imagine the possibilities!

Ready to join us? Please reach out to the Volunteer Coordinator by e-mail or phone.



Volunteers-In-Parks Coordinator
volunteer@blackstoneheritagecorridor.org
508-234-4242