



VOLUNTEER SERVICES PROGRAM

Volunteer Position Description

RIVERSIDE COUNTY REGIONAL PARK AND OPEN SPACE DISTRICT
Established Date: March 18, 2013
Revision Date: March 27, 2013

DOCENT VOLUNTEER

PURPOSE

To support the Riverside County Regional Park and Open Space District (RivCoParks) mission, vision, strategic plans, and provides assistance to staff (employees and volunteers) and operation of local parks, interpretation, and recreation facilities.

POSITION CONCEPT

The primary role of a docent is to support interpreter and site staff in operation of natural science and historical interpretive programs. This is accomplished by greeting visitors, participating in nature walks, campfire programs, and other natural science and historical interpretive activities. Depending on the location, additional roles of a docent may include staffing a nature center, developing park related programs, coordinating on site activities for visitors, facilities, removing litter, and other work as assigned to support interpretive operations.

EXAMPLES OF ESSENTIAL DUTIES

(Depending on the area of assignment, duties may include, but are not limited to, the following)

- Represent RivCoParks in a positive manner at all times.
- Greets visitors and determine appropriate fees based on usage of services; collects fees, issues receipts and permits
- Assist park interpreter and/or park ranger in the planning and development of natural science and historical interpretive and conservation education programs
- Organize and participate in nature walks, campfire programs, and other natural science and historical interpretive activities.
- Assist in the coordination of schools and community organizations in regard to their visit to site.
- Answer inquiries and provide information on services, rules, and regulations in person and over the phone; observes established procedures to ensure the safety and security of visitors including refusing entry to persons not conforming to regulations.
- Communicate potential or actual problems to park interpreter or park ranger
- Assists in the maintenance of interpretive buildings, exhibits, nature trails, cleanup of site structures and grounds; work with maintenance personnel on minor construction, maintenance, repair, and improvement of structures, facilities, and grounds.

RECRUITING GUIDELINES

- Knowledge of simple record keeping procedures and basic arithmetic.
- Ability to use electronic devices including computer, multi-line phone, printer, fax machine, and cash register.
- Interest in maintaining natural areas, natural history, archaeology, cultural heritage, flora, and fauna of the coastal plain, mountain, and low desert regions of southern California and educating minors in primary and secondary education, and adults of nature and environmental stewardship.
- Ability to Read, Interpret nature and environmental programs to the general public; Establish and maintain effective working relationships with others; Perform the physical labor required as a part of normal job

assignments; explain regulations, policies, and procedures in a tactful and courteous manner; work with little supervision.

- Ability to communicate effectively in at least English.

OTHER REQUIREMENTS

- Must be over the age of 18 and physical able to carry out the assigned duties.

PRE-VOLUNTEERING

All volunteer assignments are contingent upon successful completion of a criminal background investigation, which involves fingerprinting. (A felony or misdemeanor conviction may disqualify the applicant from County employment).

RIVCOPARKS RESPONSIBILITY

- Prepare and train volunteers through orientation, tour, and on-the-job training
- Organize and schedule volunteers in an efficient and timely manner
- Provide the tools necessary for volunteers to complete volunteer assignments
- Evaluate staff (employees and volunteers) performance
- Recognize and reward volunteers as valued members of the staff team

VOLUNTEER'S RESPONSIBILITY

- Coordinate and work schedule set by park interpreter or park ranger.
- Provide excellent customer service to staff and visitors
- Return loaned supplies and tools
- Provide own transportation

BENEFITS

- Recognition for your help
- Make a difference in the community
- Free camping opportunities
- Access to park locations
- Discounts to The Cove Aquatics Center
- Volunteer Shirt
- Excess Medical and Auto Insurance
- Gain knowledge and learn new skills
- New Experiences
- Meet new people

SUPPLEMENTAL INFORMATION

To express your interest in this position, go to www.rivcoparks.org, complete and submit the Volunteer Application and a member of our Volunteer Services team will contact you for a personal interview.

Volunteer Signature

Date

Volunteer Name Printed