



VOLUNTEER OPPORTUNITY

Visitor Services

Boston Harbor Islands Pavilion

Spring/Summer/Fall

SEEKING:

VISITOR SERVICES VOLUNTEER

Be among the first to staff the new Boston Harbor Islands Pavilion, the first structure on the Rose Kennedy Greenway.



DUTIES:

Volunteer will assist rangers at the Boston Harbor Islands Pavilion. Specific duties include answering questions from the public and providing verbal and printed information; providing visitors with clear instructions on how to plan their trip on the park ferry; informing visitors about programs and events; and, providing general park orientation.

QUALIFICATIONS/PHYSICAL REQUIREMENTS/TIME COMMITMENT:

Previous experience is not required, but prior customer service training is helpful. Willingness to work as part of a team, with a variety of partners, is essential. Volunteers should enjoy working with the public, and be able to keep their composure in stressful and distracting situations. Volunteers must be able to commit to a regular schedule, be willing to learn about the park, Boston's waterfront, and nearby attractions. The work is performed primarily at the pavilion; volunteers should expect regular and recurring exposure to high or low temperatures, or adverse weather conditions. Interactions with visitors will be dynamic; volunteers are not confined to a kiosk, or desk space. The work involves standing for shifts of up to 4 hours with the possibility of some walking and carrying a backpack. Schedule is negotiable; a minimum commitment of 10 shifts per season (May-October) is required.

HOW TO APPLY:

Interested candidates should send their resume or biography along with details of their availability to Mary Raczko, VIP Program Manager, at mary_raczko@nps.gov or fax to 617.223.8671. Questions? Contact Mary at 617.223.8637.

