



VOLUNTEERS IN PARKS (VIP)

John Muir National Historic Site
Martinez, CA



Job Title: Visitor Center Docent

Goal: Serves as the public face of the National Park Service and facilitates interpretive opportunities for visitors while protecting resources.

Job Description

- Represent the National Park Service (NPS) to the public by supporting the Agency's mission of preserving and interpreting the site and John Muir's conservation legacy and home life in Martinez.
- Staff the Visitor Center desk and provides excellent customer service.
- Perform bookstore sales, including operation of cash register and credit card machine. Accurately collects funds.
- Introduce park orientation film and logs attendance statistics.
- Answer incoming phone lines and accurately routes telephone calls or relays messages.
- Distribute park literature and advise staff of shortages on park brochures, maps and other public handouts.
- Provide visitor orientation.
- Answer questions about the park and Agency in person, or on the phone.
- Document activities, visitor statistics and keep record of time.
- Assist park staff during special events conducting visitor contact/assistance, serving refreshments or conducting WNPA sales.
- Attend training sessions and volunteer meetings.
- Participate in off-site programs and interpretation projects.

Qualifications

- Ability to comfortably engage visitors of diverse backgrounds and ages in both formal and informal ways.
- Ability to meet all NPS volunteer protocols and standards.
- Ability to work with minimal supervision and conduct research independently.
- Interest in learning more about John Muir National Historic Site, John Muir and his family, and the National Park Service.

Length of Commitment

- Minimum one year commitment with 8 hours per month. Flexible scheduling options. The park is open to the public daily from 10:00 a.m. to 5:00 p.m. Morning shifts are from 10:00 am to 1:30 p.m. Afternoon shifts are from 1:30 p.m. to 5:00 p.m. Closed Thanksgiving, Christmas, and New Year's Day.

Benefits and Training

All docents must complete three 4-hour training modules led by NPS staff prior to commencement of docent responsibilities.

- Opportunities to enhance presentation and public speaking skills.
- Orientation and ongoing training about Muir's life and NPS interpretation skills.
- Volunteer newsletter and annual VIP recognition and awards.

Expectations

Visitors will receive dynamic, accurate, relevant information about the Muir House based on the park's identified interpretive objectives. Visitors will gain an understanding of the mission and role of the NPS, the John Muir Association (JMA) and the John Muir National Historic Site (JOMU). All jobs will be performed within NPS policies and guidelines and with the attitude of "safety first, every job, every time." Cultural, natural, and human resources will be protected. Visitors, NPS employees, JMA members, partnering organizations, and others will be treated with respect and without discrimination based on age, ethnicity, national origin, sex, sexual orientation, handicap, or religion.

While volunteers are recognized as partners with the NPS in protecting the resources and providing for visitor experiences at John Muir National Historic Site, NPS has authority over the site and the decisions affecting the resources.

No housing or stipends are provided.

Dress Code

Volunteers are required to wear the official volunteer uniform while working. Uniform pieces shall be supplied by the park and must be returned upon the termination of the volunteer agreement. In general, personal clothing should be clean, free of rips and tears and fall into the category of business casual. Open toed shoes are not appropriate for the workplace.

Reports To

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