



## Job Description: **Support Services**

Volunteer work in this discipline will involve one or more of the following: administrative duties, Web Master, photographer, tool cache “Quartermaster,” food services, Trail Adopter/Coordinator, work planning, public hike/social leader, land acquisition, landowner relations liaison, membership outreach events, and shuttle driver. It is understood that some of these job descriptions may overlap or be applicable in more than one situation at a time. Please select the best/closest fit to the anticipated job. Work Supervisor or VIP Coordinator check all that apply:

- **Administrative Duties:** any activity that is office-based in nature, including records-keeping and documentation tasks; entering or updating membership data, writing minutes of meetings, articles for newsletters, or other journaling tasks; ordering, purchasing, inventorying, or sorting office supplies or other such materials; computer-related tasks (other than website creation/maintenance); general correspondence and mailings; attendance at various conferences and meetings, etc. (JHA #9)
- **Web Master:** creation of trail/chapter websites, or updates to existing websites as an assigned “Web Master” task (member-created article submissions to trail journals or websites should be tracked under Administrative Duties). (JHA #9)
- **GPS/Mapping:** any activity in the field or office setting which involves GPS and/or mapping of the Trail. (JHA #9)
- **Photography:** any photography, digital or otherwise, that is specifically undertaken in support of trail business (i.e.: promotional displays, photos to support websites or news articles, etc.). Time spent by volunteers taking photos strictly for personal enjoyment should not be recorded as volunteer hours under this category. (No JHA Applies)
- **Tool Cache Quartermaster:** any volunteer time dedicated to the care, maintenance, storage, distribution, transportation, cleaning, repair or inventory of tools. (JHA #2)
- **Food Service:** any volunteer time related to the purchase, preparation, serving, or clean-up of meals/food associated with trail meetings, work days, or promotional events. (JHA #7)

- **Trail Adopter/Coordinator:** any volunteer time associated with oversight of a particular trail section, including patrol/inspection of trail conditions, coordination with chapter leaders to plan for and work toward desired future conditions, research into possible problem-solving actions for specific trail segments, etc. (No JHA Applies)
- **Work Planning:** volunteer time related to general planning efforts and pre-work day logistics for trail construction, repair, or maintenance for non-Trail Adopter segments or issues. (No JHA Applies)
- **Public Hike/Social Leader:** any volunteer time focused on leading public hikes, providing interpretive or “guide” messages about the surrounding area to guest hikers, planning or coordinating social events or gatherings for chapter members, etc. (No JHA Applies)
- **Land Acquisition:** any volunteer time focusing on the research of available, desirable land for acquisition along possible trail routes, or the actual work of pursuing property through purchase, donation, granting of easements, etc. (No JHA Applies)
- **Landowner Relations Liaison:** any volunteer work which establishes, promotes, or otherwise maintains and fosters good relationships between private landowners and the North Country National Scenic Trail and its associated chapters. (No JHA Applies)
- **Outreach Events/Membership Drives:** any volunteer time spent promoting the trail, recruiting membership to trail chapters, and other such general outreach efforts (i.e.: staffing a booth at a local event in order to promote the trail, recruit volunteers for chapter work & membership, etc). (No JHA Applies)
- **Shuttle Driver:** operating a vehicle to transport volunteers or tools/supplies/equipment in support of trail work, membership events, etc.

(JHA #8)

**Cumulative list of JHA’s for Support Services: #2, 7, 8, and 9.**

**Tools commonly** used in Support Services may include: motor vehicles, cooking implements, GPS equipment, cameras, telephones, FAX machines, computers, keyboards, and common office supplies such as staplers, scissors, and writing implements.

**Physical Demands** involved with Support Services range from light exertion to arduous exertion depending upon the task. Volunteers and the work they perform will be appropriately matched regarding their personal interests and abilities. In general, trail maintenance often involves frequent stooping, lifting, reaching, bending, carrying, and repetitive motion. Distances walked may frequently exceed several miles per day, often while carrying tools or other equipment. Objects weighing more than 50 pounds may need to be lifted or otherwise moved.

**Working conditions** involved with Support Services most frequently occurs indoors, although some tasks may encompass all types of weather, from hot and humid to wet and cold. Outdoor work may occur across uneven terrain, including hills, slopes, grades, and wetlands in both forested and open areas, which may present numerous slipping and tripping hazards such as rocks and tree roots, mossy stones or logs, mud and water, or loose gravel. Exposure to long periods of standing, sitting, sunlight, wind, dust/dirt, insects, motor noise, or exhaust is possible.

**Personal Protective Equipment (PPE)** for Support Services may include: first aid kit, sturdy work gloves, and sturdy leather work boots for any outdoor task or when working with tools; ergonomic work stations and wrist supports for office settings; hair coverings, sanitary plastic gloves, and oven mitts/hot pads for food preparation or handling.

**Job Hazard Analysis (JHAs)** will be made available by the Work Leader or VIP Coordinator to each volunteer for the specific work being performed (whenever appropriate and identified above), and will be covered during “tailgate” safety briefings. Additionally, safety considerations such as proper hydration, heat disorders, hypothermia, insect/animal bites & stings, and Lyme disease awareness should be discussed as appropriate given the local work environment, season, and geographic location. Refer to “Tailgate Safety Series” materials for talking points on these subjects.