Individual Volunteer Service Description

**Position Title**: Behind a Tour Specialist (BATS) **On-Boarding Date:**

**Volunteer Name**: **Service Description Expiration Date:**

**Supervisor Name**: Annie Brantley

**Lead Name:**

**Volunteer Service Agreement (OF301a):**

* Attached
* On file in VIP Office

Note: This is not a Volunteer Agreement. This Service Description is only valid if a Master Volunteer Agreement (form OF301A) is either attached or on file in the Volunteer Office. Volunteers may not work without a completed Volunteer Agreement and appropriate Service Description(s). Any alterations or additions must be accompanied by the NPS supervisor’s and volunteer’s initials. Service Description expiration date cannot be longer than one year from on-boarding date.

**Organization**

This position is part of the following division:

* Cultural Resources
* Interpretation and Education
* Natural Resources

**Duty Station**

The duty station for this position is: Timpanogos Cave National Monument

**Major Duties**

All volunteers parkwide will:

* Demonstrate a courteous, customer service attitude with visitors and colleagues.
* Follow National Park Service, park, and work group procedures and policies.
* When in uniform or perceived to be a park representative, support and explain agency policies in a nonpartisan, courteous way (or refer to someone who can).
* Follow designated chain of communication and consult supervisor when uncertain.
* Contribute to a safe, positive working environment. The NPS has zero tolerance for hostile behavior in the workplace.
* Carry our all duties in a collaborative, professional and respectful manner.

This volunteer position will:

* Hike the trail safely, talk with visitors,
* Provide the public with basic trail safety information.
* Follow rangers on tours and assist with tour safety and operations.

**Qualifications**

The following knowledge, skills, and abilities will be required to carry out the tasks of this position:

* Ability to greet the visiting public in a friendly and professional manner.
* The ability to interpret and follow oral and written instructions.

**Working Conditions and Physical Demands**

Work is often performed at high elevation (6,700+ ft) in every weather condition. Volunteers working outdoors must be prepared for extreme temperature changes, precipitation, insects, and air pollution. Volunteers should anticipate these conditions and prepare accordingly. This position requires:

* Walking or hiking for distances up to 10 miles per day
* Standing or walking for periods of 9 hours per day

**Work Schedule**

This position will generally work the following schedule. Schedules may change at the discretion of the supervisor, who will provide as much advance notice of changes as possible.

* Approximate duration of term of service: May-Mid October

**Safety**

Safe behavior is a condition of volunteering with the National Park Service. Volunteers are expected to adhere to all park policies, management directives, and best practices regarding safety. Volunteers are expected to speak candidly if they are concerned about the level of risk they observe, and bring any safety concerns to their supervisor’s attention, either directly or anonymously. Volunteers will participate in required safety trainings and fully adhere to policies and programs designed to assist them in performing work safely. Failure to follow directives related to safety may result in termination.

**Required Training**

OSHA requires volunteers to complete the same safety trainings that NPS employees would be required to complete for similar type of position. Every volunteer will also receive job-specific training after on-boarding to the park volunteer program. The Park will provide or pay for all required trainings. Required training includes:

|  |  |  |
| --- | --- | --- |
| **Training Title** | **Due Date** | **Trainer/Supervisor Signature** |
| BATS Training |  |  |
|  |  |  |

**Uniforms**

Y / N This VIP position is a uniformed position requiring the VIP to represent the agency by wearing the provided uniform items in a professional manner.

VIPs are never permitted to wear any pieces of the NPS uniform. Uniform items are officially government property and should be returned to the VIP service. The following VIP uniforms pieces will be provided by the park:

* Hat, shirt, name bar, and jacket if needed.

**Other Considerations**

This position is a National Park Service Volunteer employee according to the provisions of Public Law 91-357, the Volunteers in the Parks Act of 1969. PL91-357 considered volunteers to be federal employees for the purposes of workers compensation, liability and tort claims. Volunteers must put personal opinions aside and represent agency perspective and policy in courteous, nonpartisan ways. Volunteers are prohibited from engaging in partisan political activity while acting in an official volunteer capacity or wearing the volunteer uniform.

The National Park Service (NPS) is committed to providing a work environment free from discrimination and harassment based on race, color, religion, sex (including a pregnancy and gender identity), sexual orientation, national origin, age, disability, family medical history (including genetic information), status as a parent, marital status, political affiliation, and illegal retaliation. The NPS will not tolerate offensive sexual or non-sexual harassing behavior against any NPS employee, intern, volunteer, contractor or other nonfederal employee, visitor, or other member of the public. The NPS also will not tolerate adverse treatment of employees because they report harassment or provide information related to such complaints.

This form contains Personally Identifiable Information and should be stored in accordance with the Privacy Act. This form must be destroyed three (3) years after the termination of this volunteer service description.

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Volunteer’s Signature & Date Supervisor’s Signature & Date