

# Visitor Center Information Specialist

## Whiskeytown Visitor Center

National Park Service  
U.S. Department of the Interior

Volunteers-In-Parks Program



*The primary duty is to staff the Whiskeytown Visitor Center. The Visitor Center is located approximately 8 miles west of Redding.*

*The Visitor Center provides information about Whiskeytown, receives requests for information about other areas including California State Parks and U.S. Forest Service areas.*

*The Visitor Center sells and issues park passes, camping permits and bookstore items.*



### Job Title - Visitor Center Information Specialist

**Hours** - Volunteers must commit to one four-hour shift per week (may vary during summer months). The Visitor Center is open 7 days per week all year except Thanksgiving, Christmas and New Year's Day. Some flexibility possible, however reliability is a must. Tardiness and failure to appear for scheduled shifts may result in termination of volunteer contract.

**Duties** - This position focuses on staffing the Visitor Center, assisting both the Interpretation Division and the Fee Program. The volunteer:

- Provides information and assistance to park visitors in person and over the telephone.
- Sells a variety of National Park Service passes, such as Whiskeytown daily, weekly, or annual passes, and America the Beautiful Annual, Senior, and Access passes.
- Sells merchandise, such as books, postcards, and souvenirs provided by the Western National Parks Association.
- Handles cash, checks, and credit cards and operates a cash register and credit card terminals.
- Assigns primitive campsites and issues gold panning permits.
- Supports the National Park Service mission of preservation and protection of natural and cultural resources by communicating the rules and regulations to park visitors.
- Primary duties are indoors in a climate-controlled environment.

**Guidance, Supervision, Training:** Whiskeytown staff will supervise and provide initial orientation and training.

**Volunteer Agreement:** Before beginning work volunteer must complete, sign and return the "Agreement for Individual Voluntary Services." Volunteers under 18 must have a parent or guardian sign and return the "Volunteers in Parks Parental Approval."

**Uniform, Public Contact & Conduct:** As a representative of Whiskeytown National Recreation Area, the appearance and behavior of the volunteer should be neat as possible, courteous, open and friendly to others which include National Park Service staff, other volunteers and the public. You will be required to wear an official National Park Service Volunteer uniform. The Volunteer Coordinator will supply most of the uniform items to you.

**Knowledge/Skills Desired** - Good communication skills and interpersonal skills. Ability to learn how to operate the cash register, credit card terminals, a telephone. Volunteers should have the willingness to learn about the vast resources in Whiskeytown and the National Parks. The Volunteer should enjoy working with the public. It is important for potential volunteers to know that the VIP program is intended to provide the assistance that is needed by the park. For these reasons, all VIP applications will be reviewed to select for capabilities, desired experience and the kinds of services that will benefit the park.

**Benefits** - You will have the opportunity to learn more about National Parks than you ever imagined. Developing new skills while serving the community, making new friends and meeting interesting people from all over the world, and enjoying the fabulous view from the Visitor Center.