



NMWC Docent Volunteer Description

PURPOSE: Docent Volunteers help spread NMWC's mission through education programs and interacting with visitors onsite.

CLASSIFICATION: Volunteer; this position is limited by all NMWC policies and local, state, and federal laws, rules, and regulations.

REPORTS TO: Volunteer Coordinator, Education Coordinator, Administrative Assistant

LEVEL OF PHYSICALITY: Low

WORK HOURS: One four-hour shift per week. Flexible schedule - can vary week-to-week.

POSITION SUMMARY

Docents are crucial to NMWC's mission of connecting people and wildlife for an abundant tomorrow. With only three education staff, NMWC relies heavily on its docents to connect with visitors, disseminate information about wildlife conservation, and educate the public about local wildlife. Docents play a role as educators onsite with visitors at NMWC and help with offsite education programs.

REWARDS & BENEFITS

Volunteers benefit from this position by:

- Helping promote curriculum-based science learning in the community
- Interacting with the public
- Being part of a team
- Helping promote wildlife conservation through our mission
- Helping protect wildlife through education
- Inspiring future generations to become compassionate to wildlife

CORE DUTIES

- Provide interesting and educational information about local wildlife and conservation to the public.
- Answer questions from visitors.
- Encourage visitors to support NMWC through signing up for the mailing list, following us on social media, and by donating.
- Run the cash register - exchange cash for sales and donations, run credit cards, input checks.
- Manage the gift shop and help sell merchandise.
- Orient visitors to the lobby and grounds.
- Sweep, dust, and maintain general cleanliness in the lobby and other visitor areas in the building. Alert staff to any safety hazards or areas that need maintenance.
- Maintain the bird feeders and bird baths on grounds.
- Keep visitors on the path and away from staff-only areas.
- Participate in educational training to present programming, as well as independently learn NMWC information about each animal by using the volunteer handbook.



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QUALIFICATIONS & RESPONSIBILITIES

Volunteers in this position must:

- Have a passion for NMWC's mission and for educating the public about wildlife conservation.
- Understand that all animals at NMWC are wild animals and are to be respected.
- Be able to learn and retain a large amount of information in a relatively short time, enjoy learning new information about wildlife, and take responsibility to continue learning.
- Present well to the public.
- Work and communicate well with others in all situations.
- Be comfortable in front of the public and talking to visitors.
- Understand and implement NMWC's visitor policies.
- Present using only NMWC-approved language and facts.
- Provide outstanding customer service and provide a friendly, optimistic, and professional face.
- Use appropriate radio etiquette and follow radio protocol.
- Understand when to call a staff member to assist in a difficult or intense situation.
- Report for shifts on time and stay for the duration of the shift - or notify staff of any deviations from shift expectations in a timely manner.
- Sign up for volunteer shifts and track hours through Volgistics.
- Be responsible for their own health in inclement weather.
- Follow up-to-date COVID protocols implemented by NMWC and the state.
- Have an email address and check email regularly for communication from NMWC.

WORK ENVIRONMENT: The physical demands described here are representative of those that must be met by a volunteer to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Some duties are performed outdoors in various weather conditions, ranging from rain, wind, snow, cool to cold weather, and extreme heat. It is possible the volunteer will be exposed to dust and harsh chemicals that if not handled properly may present a health hazard. The noise level in the work environment is usually moderate. While performing the duties of this job, the volunteer is regularly required to stand; walk; use hands; reach with hands and arms; stoop, kneel, crouch, or crawl; talk; and hear. Specific auditory acuity to identify animal noises indicating distress, aggression, pain and other conditions and behaviors; to hear warning signals from safety and security alarms and/or warning signals; to detect sounds associated with malfunctions in mechanical equipment and systems. The work environment may be exposed to inclement weather; pollen, mold, dust, dirt and other airborne contaminants; and temperature variations. Must be able to tolerate exposure to animal dander, animal wastes, and other zoonotic contaminants. Must be able to work in close proximity to native wildlife species. Must be able to wear all required protective clothing and equipment.

❖ **Note: Volunteers in this classification may be required to have COVID vaccination and tetanus vaccination.**

DISCLAIMER: This position description has been designed to indicate the general nature and level of work performed by a volunteer within this role. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications required of a volunteer in this position.

EEO STATEMENT: All qualified applicants will receive consideration for volunteer placement without regard to race, color, religion, sex, national origin, disability status, protected veteran status, gender identity, sexual orientation, pregnancy and pregnancy-related conditions, or any other characteristic protected by law. All NMWC volunteers are subject to volunteer eligibility and background security checks.