



## Visitor Center Docent

### Overview:

The objective of the visitor center docent program is to support Parklands interpretive staff in sharing the cultural, natural, and recreational resources of The Parklands with visitors in the PNC Achievement Center for Education and Interpretation in Beckley Creek Park and in the Ben Stout House in Turkey Run Park.

### Tasks:

- Greet and interact with park visitors
- Answer visitor questions
- Inform visitors about the Parklands membership program and upcoming park events
- Keep track of number of visitors entering the center
- Basic tidying of welcome center space as needed

### Skills and Requirements:

Visitor Center Docents serve as the friendly face of The Parklands, so strong interpersonal communication skills and a desire to work with the public are a must.

### Time Commitment:

Visitor center shifts are broken up into 4 hour blocks. This position allows for flexibility with scheduling. Weekday and weekend opportunities are available.

### Support and Training:

Visitor Center Docents will go through a training and orientation with Parklands staff. This training covers visitor and volunteer safety and provides an overview of The Parklands of Floyds Fork, as well as frequently asked visitor questions and how to properly answer them. Docents work with little to no direct staff supervision, depending on availability of Parklands team members and comfort level of the individual volunteer. Ongoing training and enrichment programs are available.

### Benefits:

Visitor Center Docents receive invitations to volunteer appreciation events as well as special programs and outings offered only to Parklands volunteers. Additional benefits include a fun and relaxed training, a chance to meet new people, and the opportunity to make a positive impact as a part of the valued Parklands volunteer team.

