



**VOLUNTEER IN PARKS PROGRAM
SAN LUIS OBISPO COAST DISTRICT**

**Hearst San Simeon State Historical Monument
Hearst Castle Visitor Center
Visitor Information Volunteer**

Duty Statement

Title: Visitor Center Information Volunteer

Purpose: To assist with visitor information in the Visitor Center Lobby and the Exhibit Hall by providing friendly and accurate visitor information on Hearst Castle®, California State Parks and the local area.

Duties: Volunteers staff the Visitor Center Information Desk and the Exhibit Hall in the Visitor Center. The majority of the shifts are at the Information Desk inside a large, sometimes drafty building. The building is not climate controlled although a space heater and fan can be used for comfort. Docents often stand to help visitors or to retrieve a handout for a visitor. There are chairs where docents may sit when they are not busy. Docents greet visitors and must be able to hear questions from them in a noisy setting with public address announcements in the background. The docent must be able to clearly communicate answers. Docents also work in the small museum at the back of the Visitor Center, which is climate controlled. They answer questions and distribute a treasure hunt for children. Docents are required to wear the provided uniform and name tag. Docents may be asked to move 5-10 pound boxes of materials by hand or with a dolly.

Skills/

Qualifications: The volunteer must enjoy speaking with the public, be available to attend training to learn about the Visitor Center and Hearst Castle, check the docent notebook before each shift for memos or pertinent information, pleasantly enforce policies, and be willing to present a politically neutral view when on duty.

Reports to: Visitor Center Volunteer Coordinator

Training: Volunteers are required to complete 20-30 hours of basic training provided by experienced park staff including field trips to Hearst Castle and other park sites. Topics include journalism, history, architecture, art collecting, operations and local information. Training is conducted in the Spring and Fall each year.

Commitment: Volunteers work a minimum of two 4-hour shifts per month. Operating hours at the Visitor Center vary by season.

Benefits: Volunteers receive opportunities to make new friends while enriching and enhancing the experience of park visitors. Volunteers receive complimentary tours at Hearst Castle and other fringe benefits while actively participating in the Volunteer Program.

For more

Information: Volunteer Coordinator
Hearst Castle Visitor Center
San Luis Obispo Coast District
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