

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

Visitor Center Docent
Duty Statement

Title: Visitor Center Docents

Purpose: Visitor Center Docents are the first point of contact and are a critical component to enhancing the San Luis Obispo Coast District visitor experience. These volunteers serve as department ambassadors by providing friendly and informed service.

Reporting: Coordinator Robyn Chase State Park Interpreter I (805) 286-0856	Supervisor Cara O'Brien State Park Interpreter III (805) 927-2124
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Time Commitment: Minimum of two 4-hour shifts per month, but volunteers are encouraged to volunteer as often as they are able. Volunteers are asked for a one-year commitment.

Training: Completion of training program and on-the-job training sessions. In addition, volunteers are encouraged to orient themselves to the Hearst Castle® Grand Rooms Tour and the companion movie, "Hearst Castle – Building the Dream". Complimentary passes for the Hearst Castle tour will be provided.

Skills/Qualifications:

- Be friendly, courteous, outgoing, and possess good communication skills. Conduct must reflect pride in their service to the visitors and a dedication to providing the highest level of public service by maintaining a professional appearance and attitude.
- Be punctual and dependable.
- Ability to stand for prolonged periods.
- Be able to work independently.

Additional Requirements:

- Must follow all procedures as listed in the training manual.
- Must be 16 years of age or older.
- Must maintain open communication with State Park Interpretive Staff.
- Wear Park Volunteer identification while on duty.

Essential Functions

60% Public Contact

- Greet visitors at the front desk and provide information about San Luis Obispo Coast District's park units, interpretive programs, special events, and Partnerships.
- Assist with school and large group visits.
- Introduce self-guided programs and assist visitors as needed.
- Provide information about Hearst San Simeon SHM tour options.
- Share information about things to do in the Visitor Center.

20% Facilities and Publications

- Report facility concerns to volunteer coordinator.
- Keep front desk clean and free of clutter. Empty trash can.
- Distribute DPR approved printed media and assist with publications order fulfillments.

10% Recording Procedures

- Sign up for shifts online using Better Impact scheduling software, and communicate schedule changes to group.
- Complete a report following each shift, recording hours worked and the number of visitor contacts.

5% Training

- Complete 1-day training program and on-the-job training sessions. Attend meetings and volunteer enrichment events as scheduled.

5% Miscellaneous

- Work cooperatively with volunteers and DPR staff to maintain a positive and enjoyable work environment.

Volunteer Statement: I have read and understand this Duty Statement.

State Park Volunteer (Print)	Volunteer Signature	Date
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Volunteer Supervisor (Print)	Volunteer Supervisor Signature	Date
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