

**Volunteer Job Description**  
Rookery Bay NERR Volunteer Program

**Job Title:** Environmental Learning Center Welcome Desk Volunteer

**Supervisor(s):** ELC manager, Volunteer Coordinator

**Location:** The Welcome Desk of the Environmental Learning Center

**Project Duration:** Ongoing Hours / Week: 4 Hours/ Month: 20

**Description of Duties:**

Volunteer is responsible for welcome and admission of visitors to the Environmental Learning Center as well as sales from the Nature Store. Specific duties include:

- Welcoming and greeting visitors
- Processing admissions and new memberships through the cash register
- Orienting guests to the ELC and Rookery Bay
- Responding to queries both in person and on the telephone about the facility and area
- Keeping the Welcome Desk, Nature Store, and Exhibit Hall clean and tidy.
- Assisting customers in the Nature Store; restocking, labeling and organizing merchandise
- Ringing up and packaging sales, and other duties related to maintaining a register
- Miscellaneous duties as directed by ELC management and associated with ELC operations

**Benefits to volunteer:**

- Enjoy meeting a wide range of visitors from all walks of life
- Learn about the coastal and natural resources of southwest Florida
- Personal satisfaction in contributing to the success of a NERR
- Keep up with the latest happenings at Rookery Bay and in the community

**Goal/Outcomes of Job:**

- Provide efficient, courteous service and helpful information to Reserve visitors.
- Facilitate positive experiences for all visitors to Rookery Bay

**Knowledge/ Skills/Experience Desired:**

- Excellent oral communication skills
- Computer literate
- Knowledge of local areas and resources helpful
- Friendly, courteous, and pleasant attitude
- Retail sales experience helpful

**Special Requirements:**

Volunteer will be required to attend training for this position. Volunteer will be responsible for the cash in the register. Professionalism, reliability, and trustworthiness will be required.