

Visitor Services - Front Desk

Purpose: To welcome visitors to the Nature Centre, to share the history of Allan Brooks, and to provide facts to our visitors about our local animals and environment; as a representative of the Centre you will provide visitors with an positive nature experience

Responsibilities:

- Interact with and track daily ABNC visitors
- Lead groups (of all ages and sizes) on guided tours within the Allan Brooks Nature Centre building
- Share knowledge and passion for nature and the environment with visitors to ABNC
- Manage the gift shop, handle cash and point of sale transactions
- Respond to inquiries via phone, email or in person
- Assist in the upkeep and cleaning of the Nature Centre
- Assist staff or other volunteers as required
- Track and submit volunteers hours

Qualifications (skills, experience, knowledge, abilities, attitude):

- No previous skills or experience required; just a willingness to learn and share knowledge about local wildlife and ecosystems in this area (all required information will be provided)
- Comfortable interacting and talking with people of all ages, particularly with children
- Able to work on your own with minimal supervision
- Positive and enthusiastic attitude

Time Commitment:

- The Centre is open to the public from mid April through October, Tuesday through Saturday
- 1 - 2 times per week
- 3 ½ hours per day (9:00 am - 12:30 pm and/or 12:00 - 3:30 pm)
- Scheduling will be done a month in advance
- Learn talking notes prior to first shift

Training:

- Attend volunteer orientation session
- Training will be provided as needed
- Work with an experienced volunteer who can mentor you and answer your questions

Work Location/Conditions: Onsite at ABNC; the Centre may be quiet at times

Your Needs: Casual dress

Special Resources: talk notes, front desk binder

Immediate Benefits:

- Opportunities to meet and to network with fellow volunteers
- Learn about the history of the region, the geography and the plants and animals of the North Okanagan
- Build on your existing abilities, education and/or public speaking skills
- Satisfaction in knowing that you are making a positive impact by promoting enjoyment of nature and increasing awareness of habitat conservation
- Refreshments and snacks

Benefits After 15 Volunteer Hours:

- ABNC t-shirt
- ABNC membership valued at \$30.00
- 10% discount at ABNC gift shop and ABNC workshops
- Invitation to volunteer appreciation events
- Letter of recommendation