

Sonoma-Mendocino Coast District

Volunteer Duty Statement

Armstrong Visitor Center

Armstrong Redwoods State Natural Reserve

The purpose of this position is to assist in the operation of the Visitor Center at Armstrong Redwoods State Natural Reserve and to further the mission of California State Parks: “To provide for the health, inspiration, and education of the people of California by helping to preserve the state’s extraordinary biological diversity, protecting its most valued natural and cultural resources, and creating opportunities for high-quality outdoor recreation.”

Duties and Responsibilities:

- Open and close the Visitor Center
- Answer questions and give accurate information to park visitors on the location of facilities, trails, day use areas, campground information, and the natural and cultural history of the area
- Provide quality customer service
- Perform simple sales and accounting of Stewards of the Coast and Redwoods merchandise
- Wear provided name badge and California State Parks Volunteer patch while volunteering
- Keep track of volunteer time and record it in Better Impact or report it to the State Parks Volunteer Coordinator, the Stewards Volunteer Coordinator, or the Stewards Program Assistant
- Complete a Live Scan background check which is required for all volunteers in the State Parks Volunteers in Parks Program who work with children or handle money; a Request for Live Scan Service form with the correct coding on it will be provided and State Parks can reimburse the fee up to \$50. Please reach out to Amelia Schall Tůmová for details

Skills and Qualifications:

- Willingness to learn and share significant natural, cultural, and historical facts with the visiting public
- Ability to be courteous
- Knack to offer friendly, accurate, and appropriate assistance to the public whenever possible
- Capacity to work independently as well as cooperatively with Stewards of the Coast and Redwoods staff, State Parks staff, and other volunteers

Time Commitment:

Two shifts per month minimum, year-round. Hours to be arranged.

Training:

Three sessions of shadowing an experienced volunteer are required to become a Visitor Center volunteer, including both opening and closing shifts until ready to work a shift alone. Supplemental training may be required throughout the year. Bear in Mind EEO Training is required within 60 days of completing the paperwork and subsequently every two years.

Sonoma-Mendocino Coast District

Volunteer Duty Statement

Reporting:

The supervisor for this program is Visitor Services Program Manager Tracy Weisberg. The lead for this program is the Stewards of the Coast and Redwoods Program Director. Amelia Schall Tůmová is the Sonoma-Mendocino Coast District Volunteer Coordinator (Amelia.Schall@parks.ca.gov).

Benefits:

Learn about the natural, cultural, and historical resources of the area and meet new and interesting people from all over the world while enriching and enhancing the experience of the park visitor. As a volunteer with California State Parks, logging 40 hours of volunteer time earns a complimentary district pass, and 200 hours of volunteer time earns a complimentary VIPP statewide pass for the next year. Please contact Amelia Schall Tůmová about reporting volunteer hours and making a plan to receive your pass in a timely manner.

Conclusion:

The relationship between a volunteer and California State Parks must be one of mutual benefit. The Volunteer Service Agreement may be terminated at any time without cause and without advance notice.

If you willingly agree to perform all duties, please sign below.

State Park Volunteer

Date

State Park Representative

Date