



**National Park Service**  
**U.S. Department of the Interior**

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## **Blue Ridge Parkway Volunteer Position Description**

### **Position Title: Interpretive Volunteer**

#### **Main Goals for This Position to Accomplish:**

This position serves to create a quality experience for visitors through provision of information and assistance in various interpretive forms.

#### **Major Duties:**

- Assist with demonstrations and programs for the audience to make connections to the park
- Lead hikes that disseminate park information and key messages
- Greet and interact with visitors, answering often repetitive questions
- Direct traffic and perform parking duties during special events
- Assist in the creation of interpretive props and products utilized during formal and informal interpretive programming
- Document Visitor Use Statistics
- Complete other tasks to support the interpretive division or visitor center operations as directed by NPS supervisor.
- Utilize safety procedures and follow established safety rules and regulations.

#### **Safety:**


Safety is a topic taken seriously by the National Park Service and the Blue Ridge Parkway. Safety is not one person's responsibility, but the responsibility of everyone working on the Parkway. Job Hazard Analysis and Job Safety Analysis are key tools in developing each person's understanding of what the hazards are and how they can be mitigated. These analyses, along with reporting tools, are available through park supervisors. We expect each individual to take safety seriously, talk to others about what they see, and report or stop unsafe activities. Safety is a "we" topic where we work together to make each person safe.

#### **Knowledge and Skills Required:**

- Ability to communicate effectively.
- Ability to display a positive attitude and professional demeanor
- Knowledge of NPS regulations desired
- Ability to determine visitor needs and answer questions.
- Ability to remain courteous and calm in hectic circumstances.
- Ability to follow oral and written instructions.
- Ability to practice safety in all aspects of the job.
- Ability to work independently with little or no direct supervision.
- Ability to work outside in various weather conditions

#### **Working Conditions:**

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Work will be conducted outside in all types of weather, including high temperatures and humidity. The volunteer will be exposed to locations with increased likelihood of falls, cuts and bruises, burns, insect stings and other injuries. Work may also be conducted in a visitor center at an information desk.

**Physical Requirements of Work:**

The work requires light physical effort. Tasks typically involve continual standing, walking, bending, stooping, and reaching.

**Benefits to the Volunteer:**

- Ability to contribute to the Parkway experience for 16 million annual visitors.
- Opportunity to develop skills in customer service.
- Increased knowledge of the Parkway and its areas.

**Position Supports Which Division:**

Interpretation & Education

**Training**

Volunteers will be trained by Parkway employees on task specificities, relevant information for dispersion, and various expectations beyond what is outlined in this document.

**Uniform**

Volunteers directly serving the public will be required to wear a provided volunteer uniform, containing button-down or polo shirt, hat, and name tag. Volunteers are required to wear weather and task appropriate clothing.

**Supervisory Controls:**

The program will be supervised by NPS staff and managed by the Friends of the Blue Ridge Parkway.

- Friends of the Blue Ridge Parkway manage participation, collect volunteer hours to be reported to NPS staff, and delegate program communications.
- NPS staff provide instruction and direction on projects, receive reports on tasks beyond volunteers' ability, and train volunteers on tools as needed.

**Emergencies:**

In case of emergency, first call 911.