



Volunteer Service Description

This **Volunteer Service Description** is a required component of a complete **Agreement for Individual or Group Donated Services** (aka Volunteer Service Agreement, or VSA) and is specific to the volunteer position (as detailed in sections 1-10 below). The signed VSA is a contract between the Presidio Trust and the volunteer. All volunteers must complete and sign a VSA with corresponding Volunteer Service Description; VSAs are filed and are valid throughout the calendar year in which they are signed.

- 1. Volunteer Position title:** B.A.R.K. Ranger Program Ambassador Volunteer
- 2. Manager:** Aricia Martinez, Volunteer Programs Manager; Various staff as assigned.
- 3. Supervisor:** Phoebe Parker-Shames, Wildlife Ecologist; Margarita Montenegro, Wildlife Biotechnician; Various staff as assigned.
- 4. Work location:** West Pacific dog run; various sites in Presidio Area B or Area A, as assigned.

5. Time commitment/schedule: Ongoing, regular commitment. Because of our investment in the training time to prepare volunteers for this role, preference will be given to volunteers who are interested in making a commitment to serve a minimum of two shifts per month for at least one season (April through October). Specific scheduling is completed month-to-month. Shift times/days listed below are subject to change.

Shifts currently available:

- **Regular Visitation Days:** Every Monday–Thursday 8-10 a.m.
- **Peak Visitation Days:** Every Friday and Saturday for a minimum of 2 hours between 8am-1pm.
- **Special Visitation Days:** Additional shifts may be available periodically or seasonally, including ones to cover special events and holidays.

5. OFFICIAL DUTIES

The Presidio's B.A.R.K. Ranger Program aims to foster a stronger relationship between the Presidio and dog owners/walkers. B.A.R.K. Ranger Program Ambassador volunteers will increase public understanding of the park's dog policies and best practices, empowering visitors to become park stewards and community ambassadors.

The B.A.R.K. Ranger Program Ambassador Volunteer performs visitor engagement activities in areas frequented by dog-walkers, as assigned by supervisor. This volunteer role is an outdoor position.

The primary duties for this role can be completed while walking or standing. Volunteers will work on their own or with one other volunteer. Typical duties include greeting dog walkers, informing them about the B.A.R.K. Ranger program and associated oath, administering the pledge, answering questions about the program, and answering general questions about the Presidio.

Volunteers who love or own dogs, enjoy conversing with people, enjoy being outside in nature, and enjoy sharing their knowledge with others will be the most successful in this role.

Primary duties include:

- Greet and orient members of the public and engage visitors of all ages and backgrounds.
- Rove around popular dog walking areas in the Presidio to provide information about the B.A.R.K. program in the park to dog owners and visitors.
- Provide information about the B.A.R.K. Ranger Program and encourage dog owners to take the oath.
- Hand out materials, administer the oath, and assist dog owners in signing up for the B.A.R.K. Ranger email list.
- Answer questions about the B.A.R.K. program/oath and assist dog walkers in finding information
- Greet dogs when friendly and offer treats with owner permission.
- Answer questions about the Presidio within your knowledge and training.
- When time permits, read literature and resources provided by park staff to learn more about the Presidio.
- Alert appropriate members of staff regarding safety and/or maintenance issues that require attention.

Rules of Engagement

B.A.R.K. Ranger Program Ambassador Volunteers should explain each component of the B.A.R.K. Ranger pledge, particularly how dog behaviors may impact the people, wildlife, and habitats around them, focusing on positive example-setting. Volunteers should educate park visitors about ongoing restoration efforts and opportunities to model proper dog etiquette in the park.

Volunteers are not expected to enforce park rules or regulations, and volunteers should never attempt to physically stop a visitor (or their pet) from engaging in a particular behavior. For example, rather than telling a visitor to put their dog on leash, they can engage them in a discussion about the sensitive wildlife and ecosystems in the park. Volunteers are part of a long-term project to encourage positive behavior in the park, not an enforcement program, and should conduct themselves in accordance with these goals.

6. SAFETY CONSIDERATIONS

Volunteer must complete all required orientation and trainings. Volunteer will be trained initially and on an ongoing basis to ensure safe work practices, and volunteer will be given appropriate safety gear. Volunteer may only use tools and perform tasks that they are trained to do.

Standard outdoor hazards include cold, wet, or otherwise inclement weather; heat and/or sun exposure; dehydration; insect stings; muscle strains; slips, trips or falls; and unexpected sharps

and other urban park-related hazards. Volunteer commits to working safely and staying alert for all types of safety hazards.

As part of our commitment to volunteer safety, we provide thorough training on dog safety fundamentals to ensure positive interactions for everyone involved.

Accidents and injuries to people or dogs should be reported immediately to the supervisor on duty and the Volunteer Program Manager. Volunteers who are injured on duty should seek medical care as appropriate. In the event of an emergency call, call the 911 or (415) 561-5656 (the Presidio's 9-1-1 Emergency Dispatch) right away or have someone call for you.

7. BENEFITS TO VOLUNTEER

This position provides public-facing volunteers with an opportunity to contribute to the national parks, expand their knowledge of the Presidio, and to welcome and orient visitors from the Bay Area and from around the world. Volunteers also enjoy a beautiful park setting while connecting with visitors and their pets.

8. QUALIFICATIONS (knowledge/skills/experience/ability)

All who meet the minimum requirements outlined below, who are willing to complete the required trainings, and who can fulfil the minimum shift commitments are encouraged to apply. A limited number of positions are available. Preference will be given to applicants with more experience or who demonstrate their capacity to welcome members of the public and their dogs, communicate well, and work independently, and/or whose availability best aligns with our busiest visitation.

We may opt to discontinue engaging a volunteer/potential volunteer at any time if their communication is not excellent or if the quality of their work falls short of expectations, or if they are unable to meet any of the requirements below.

- Volunteer must enjoy being around dogs and interacting with them safely (petting with permission of the owner, offering treats when appropriate, etc.).
 - Experience owning, walking, training, or taking care of dogs is preferred.
- Volunteer must be adaptable, with the ability to follow detailed and specific work plans in coordination with a supervisor, and ability to perform high-quality work independently.
- Volunteer must be comfortable speaking to large and small groups of visitors.
- Volunteer must be able to communicate effectively and have positive and respectful interactions with people of all ages and from various backgrounds and cultures.
 - Knowledge and experience working with communities historically underrepresented in national parks including BIPOC (Black, Indigenous, People of Color), low-income and working-class, and/or accessibility communities is preferred.
 - Bilingual language skills are appreciated.
- Volunteer must be willing to wear a Presidio Trust Volunteer uniform, as assigned, and will comply with the rules of the Presidio Trust.
- Volunteer must be at least 18 years old.

9. REQUIRED TRAINING OR CERTIFICATIONS

The following are mandatory for new B.A.R.K. Ranger Program Ambassador Volunteers:

- Attend one three-hour “Presidio 101” orientation session.
- Attend one two-hour workshop focused on Presidio Tunnel Tops basics and customer service.
- Attend one three-hour training on the B.A.R.K. Ranger program, to include the basics of dog body-language and safety considerations for working around dogs.
- Spend two shifts shadowing an experienced B.A.R.K. Ranger Volunteer or Trust staff member.

Throughout the course of a volunteer’s service in the B.A.R.K. Ranger Program, additional supplemental trainings, as well as shadowing or partnering with other staff or volunteers while volunteering, may also be required. We will announce ongoing mandatory trainings or optional enrichment activities as those opportunities arise.

10. USE OF GOVERNMENT AND PERSONAL EQUIPMENT

Presidio B.A.R.K. Ranger Volunteers will be provided with a vest with the “Presidio Volunteer” logo and a name tag, that must be worn while on duty to identify themselves as authorized by the park to serve.

No reimbursements are authorized for this position. No items of personal property are required for this position, except for a cell phone. All other tools, materials, and personal protective equipment shall be provided by the park. The park is not liable, and the volunteer will not be reimbursed, for any personal items that are lost, damaged, stolen, or destroyed during service. The park is not liable, and the volunteer will not be reimbursed, for any injuries to volunteer’s pets sustained during service.

Volunteer is required to have a personal cell phone when working and maintain good, general communication with their supervisor about their schedule and plans for volunteering.

Supervisor will provide all necessary tools and materials to complete assigned duties, and these may be issued for the duration of the season and returned to the supervisor when volunteer is finished or when requested.

Volunteer must supply their own personal water and snacks, sun protection, hand sanitizer, and any other items needed for personal comfort throughout the duration of the volunteer program.