

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: Presidio Tunnel Tops Park Ambassador Volunteer (public-facing)

2. Manager: Aricia Martinez, Volunteer Programs Manager; Various staff as assigned.

3. Supervisor: Andrea Parker, Visitor Services Manager; Doug French, Park Guide Supervisor; Various staff as assigned.

4. Work location: Park Cart outside the Field Station; adjacent areas of Presidio Tunnel Tops.

5. Time commitment/schedule: Ongoing, regular commitment, for at least one year. Required minimum service of at least two shifts per month April through October, and one shift per month from November through March. April through October, at least one shift per month on a peak visitation day.

Shift times listed below are subject to change. Shifts are currently available:

- **Regular Visitation Days:** Every Monday–Thursday 11:30 am to 2:30 pm.
- **Peak Visitation Days:** Every Friday, Saturday, and Sunday, 11:00 am–1:45 pm and 1:30 pm–4:00 pm.
- **Special Visitation Days:** Additional shifts may be available periodically or seasonally, including ones to cover special events and holidays.

5. OFFICIAL DUTIES

Overview: The Presidio Tunnel Tops Park Ambassador Volunteer performs visitor engagement activities in the Outpost Plaza and adjacent areas of the Presidio Tunnel Tops, as assigned by supervisor. This volunteer role is primarily an outdoor position, based at the Park Cart outside of the Tunnel Tops Field Station. The primary duties for this role can be completed seated or standing. Volunteers will work at the Park Cart on their own or with one other volunteer. Typical duties include welcoming visitors to the Presidio, encouraging visitors to explore the Field Station, directing visitors to destinations like the Presidio Visitor Center, assisting visitors with wayfinding, and answering general questions about the Presidio.

The Park Cart operates as an extension of the Field Station, providing visitors with a preview of some of the specimens and artifacts they might encounter within the Field Station. Park Ambassador Volunteers help draw visitors into the Field Station by sharing information about specimens/artifacts on the cart and encouraging questions and curiosity.

The primary audiences for this position are groups of students/youth (especially on weekdays), families with children (especially on weekends), and tourists. The Field Station welcomed over 240 school/youth groups last year, so volunteers who enjoy interacting with children will be most successful in this role. In addition, volunteers must enjoy conversing with people, answering questions, learning about natural and cultural history, and sharing knowledge about the Presidio with others.

Primary duties include:

- Provide hospitality and information to park visitors. Greet members of the public and engage visitors of all ages and backgrounds.
- Answer questions and assist visitors in finding information. Answer questions about the Presidio, the Presidio Tunnel Tops, Presidio Trust, and Golden Gate National Recreation Area within your knowledge and training.
- Share information about specimens/artifacts placed on the Park Cart and invite visitors into the Field Station to explore further.
- When time permits, read literature and resources provided by park staff to learn more about the Presidio, including its key visitor destinations, including art exhibits/installations, dining, hiking and cycling routes, history, landmarks, locations of restrooms and water, lodging, museums, natural resources, programs, projects, and public transit options.
- Alert appropriate members of staff of safety and/or maintenance issues on Tunnel Tops that require attention.

Additional duties include roving around Presidio Tunnel Tops and adjacent areas or assisting with visitor engagement inside the Field Station, as assigned. These duties are not a requirement of the role, and volunteers who would prefer to be stationed exclusively at the Park Cart are encouraged to apply.

6. SAFETY CONSIDERATIONS

Volunteers must complete all required orientation and trainings. Volunteers will be trained initially and on an ongoing basis to ensure safe work practices, and volunteer will be given appropriate safety gear. Volunteers 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.

Volunteers must commit to working safely and staying alert for all types of safety hazards.

Accidents and injuries 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 experienced public-facing volunteers with an opportunity to contribute to the national parks, expand their knowledge of the Presidio, and to welcome visitors from from around the world.

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 park visitors, 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 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.
 - Bilingual language skills 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 Presidio Tunnel Tops Park Ambassador Volunteers:

1. Attend one three-hour “Presidio 101” orientation session.
2. Attend one two-hour training session focused on the Field Station and Outpost.
3. Attend one two-hour training session focused on Presidio Tunnel Tops and customer service.
4. Spend two shifts shadowing an experienced Tunnel Tops Park Ambassador Volunteer.

Throughout the course of a volunteer’s service in the Presidio Tunnel Tops Park Ambassador 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 Tunnel Tops Park Ambassadors 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.

Volunteers are 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.

Volunteers 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.