



## **Position Title: Visitor Center Host**

Reports To: Volunteer Manager

**Position Summary:** The Visitor Center Host oversees the Columbia Springs Visitor Center, engages guests to provide recommendations for their visit, and sells merchandise. In addition to speaking with guests, volunteers can engage visitors in small activities and lead them on small tours. All Columbia Springs volunteers have the opportunity to host outreach booths at off-site events or volunteer at special events throughout the year.

**Commitment:** The Columbia Springs Visitor Center is a new development for our site. We are looking to open the center Friday – Sunday 10:00 am – 4:00 pm. Visitor Center Hosts are asked to commit to staffing the Visitor Center at least once a week for a 3 hour shift. We are happy to work with your schedule, but ask that all volunteers communicate their participation in a timely manner.

**Onboarding:** New volunteers are expected to fill out the volunteer application, schedule a meeting with the Volunteer Manager, pass a background check, and participate in training for their position. Training will address Visitor Center functions, volunteer safety and expectations, and topics about Columbia Springs such as history, hatchery operations, events, and other topics.

### **Essential Duties and Responsibilities:**

- Promote the mission of Columbia Springs and enhance visitors' experience by engaging them at our Visitor Center
- Help visitors, answer questions, provide direction
- Maintain Visitor Center guest area, displays, advertising materials, and merchandise
- Occasionally guide guests through small activities and tours (i.e. kids story time, garden walks)
- Work with staff to provide feedback on program activities
- Follow all policies and procedures set out by Columbia Springs

### **Qualifications:**

- Must be able to work and communicate respectfully with visitors
- Ability to stand, sit and speak for up to 3 hours with reasonable accommodation
- Enthusiastic about connecting people to nature
- Work and communicate effectively and respectfully with others
- Dependable and punctual
- Self-directed and willing to take initiative

### **Benefits:**

- Training and a lifelong learning experience
- Professional Development
- Admission to workshops, as well as volunteer-specific tours and events
- Program apparel, including a t-shirt and nametag
- Recognition events
- The opportunity to meet new people and learn more about Columbia Springs

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For more information, please contact the  
Volunteer Manager at 360-882-0936 ext. 222 or [volunteering@columbiasprings.org](mailto:volunteering@columbiasprings.org)  
Visit our website at [www.columbiasprings.org/volunteer](http://www.columbiasprings.org/volunteer)