

Description

Visitor Services & Maintenance Volunteer – Rico Visitor Information Station



Contact:

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Dolores, CO 81323

Each year volunteers assist thousands of visitors as they plan their visit the San Juan National Forest. Volunteers in this position are expected to provide a warm, welcoming atmosphere and the highest level of customer service. The volunteer assists visitors by providing accurate information in person and over the phone in support of the San Jan National Forest.

DUTIES INCLUDE:

The Rico Information Station near Rico, CO includes representing the San Juan National Forest and providing high quality customer service and maintenance of the Rico Information Station.

Visitor Information Duties

- Open, close and staff the Rico Visitor Information Station.
- Provide orientation, information, and informal interpretation to visitors.
- Distribute maps and brochures as requested.
- Operates store including running the cash register and selling merchandise using Point of Sale system; accurately collecting and accounting for monies.
- Inform visitors of potential safety hazards.
- Check for sufficient brochure stock and replenish as needed.
- Take inventory of supplies and inform supervisor when stock is low.
- Lift and carry brochure boxes weighing up to 25 pounds.
- Record visitor statistics on the monthly visitation form.
- Volunteers will record their own hours each time they work.
- Work a minimum of 20 hours per week.
- Open May 27 – September 30, 8am – 4:30 pm, Monday- Saturday. Holidays included.
- Work schedule is negotiated & planed between other volunteers and Forest Service Supervisors.

Maintenance Duties

- Cleaning Visitor Restroom
- Cleaning of Visitor information Station & Cabin
- General maintenance of Station
- Operating small engine equipment
- Mowing, weeding, of grounds.
- Painting and staining of buildings.

QUALIFICATIONS

- Ability to communicate effectively.
- Ability to display a positive attitude and professional demeanor.
- Willingness to wear a Forest Service Volunteer uniform.
- Knowledge of Forest Service regulations desired.
- Ability to determine visitor needs and answer questions.
- Ability to remain courteous and calm in hectic circumstances.
- Ability to interact respectfully and effectively with a great diversity of people.
- 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 pass a Federal Background Check.
- Ability to work weekends and holidays.
- May be required to wear a mask indoors.

SKILLS

- Clerical/Office Machines
- General Assistance
- Public Speaking
- Visitor Information
- Working with People
- Housekeeping (sweeping, dusting, etc.)
- Grounds Keeping
- First Aid/CPR certified. (training will be provided)

Work location & Nearby Communities

The Rico Information Station address is 48540 Hwy 145, Rico CO 81332. Approximately 2 miles south is the community of Rico which has a fuel station, and some restaurants.

Approximately 40 miles south is the town of Dolores CO with fuel stations, a small grocery store, restaurants, and a hardware store and the Dolores Ranger District office which manages the Rico Information Station. Traveling 8 more miles south is the town of Cortez CO. Cortez is a full-service community, with a hospital, 3 grocery stores, restaurants, and many other amenities. Work is performed in an old ranger station.

Lodging

- Full hookup for RV (30-amp, water, sewer).
- Rico Information Station and Campsites are at 9,000'.
- Cell service is spotty, WIFI is available.