



Volunteers-In-Parks Service Description

Position Title: Piscataway Park Representative



About the Accokeek Foundation

The Accokeek Foundation is a non-profit park partner organization dedicated to stewarding the land and educating the next generation. By actively working to cultivate passion for the cultural heritage of Piscataway Park, the Accokeek Foundation serves more than 100,000 park visitors every year while providing multi-disciplinary educational programming, careful stewardship of the Indigenous cultural landscape, and public outreach.

About National Capital Parks - East:

The administrative National Park Service unit of National Capital Parks – East (NACE) contains fourteen park units and parkways, including Piscataway Park. The overall unit consists of 98 locations and over 8,000 acres of recreation areas, historic homes, natural areas, farms, parkways, historic forts, archeological sites, and private properties. The sites provide important green and recreation space amongst dense urbanization and educate visitors through stories and the historical information related to the area.

Position Summary:

The Accokeek Foundation is seeking volunteers to help provide a welcoming experience for Piscataway Park visitors. The Visitor Center is open to guests Tuesday-Sunday from 10 am to 4 pm, March-December. Volunteers serving in the Visitor Center will act as Accokeek Foundation representatives by providing front line customer service including general visitor orientation, processing gift shop sales, and answering visitor questions.

Volunteer tasks may include:

- Operating the gift shop (monitoring inventory, maintaining displays, processing sales)
- Engaging and educating visitors generally (site orientation, stewardship practices, place-based history, heritage and culture, event and volunteer opportunities, answering questions, phone inquiries)
- Monitoring Visitor Center restrooms
- Tracking daily visitation data and visitor surveying
- Digital tasks (creating new/modifying existing content for social media posts and blogs, video editing/filming/development for educational programs, translating existing programs to digital forms, providing feedback and brainstorming, conducting research, producing photography and graphic design)
- Walking around the NCF/Barnyard areas to provide additional information and encourage appropriate park engagement
- Providing event support as needed (event preparation, setup and takedown, admission/food sales, visitor counting, parking supervision/guidance, activity supervision, skill/art demonstration, providing programming and customer service)
- Other applicable duties as assigned.

Physical Requirements of Work:

- Ability to stand and walk for moderate amounts of time

Qualifications (knowledge, skills, experience, ability):

Customer service skills, ability to multitask and problem solve, and basic administrative skills including proficiency working with Microsoft Office. Previous experience with a point-of-sale system is a plus, but not required.

Required training, certifications, or licenses:

Must participate in position orientation and training provided by volunteer supervisor before start of service.

Time Requirements:

Shifts are 9:30-4:30, Tuesday-Sunday, with a lunch break. Some flexibility in shift length and frequency is possible, depending on scheduling and availability.

Location of Position:

Piscataway Park

Supervisory Controls:

Volunteers will work under guidance of Casey Harlow.

Personal Property and Reimbursements:

All supplies will be provided, and no use of personal equipment is necessary. No reimbursements authorized.

Benefits:

Volunteers will also receive a 10% discount at the museum gift shop and Visitor Center. Volunteers will also be enrolled in the National Park Service – wide Volunteers – In – Park (VIP) program by signing volunteer service agreements. The VIP program protects those volunteering on National Park Service land in case of accident or injury through the Federal Employees' Compensation Act and the Federal Tort Claims Act. Additionally, for every 250 hours served, volunteers are eligible to receive the America the Beautiful interagency pass which covers entrance fees to more than 2,000 federal recreation sites, including national parks and wildlife refuges, for one year.