National Capital Parks - East

1900 Anacostia Drive SE

Washington, D.C. 20020

<https://www.nps.gov/pisc/index.htm>

(202) 690-5185

**National Park Service**

**U.S. Department of the Interior**



**Position Title**: Visitor Center Volunteer

**About the Foundation**:

By blending history, ecology, economics and conservation, the Accokeek Foundation strives to teach land stewardship and sustainable use of natural resources, as well as interpret the natural and cultural heritage of the Tidewater Potomac. The foundation’s mission is to cultivate passion for the natural and cultural heritage of Piscataway Park and commitment to stewardship and sustainability. The National Colonial Farm and other Foundation activities exemplify the agricultural, preservation and conservation goals that are at the core of the Foundation’s mission and serve as an outdoor classroom to further the educational programs that are key to its success. In partnership with the National Park Service, the Accokeek Foundation stewards a 200-acre portion of Piscataway Park and preserves the view directly across the Potomac River from Mount Vernon.

**About National Capital Parks - East:**

The administrative National Park Service unit of National Capital Parks – East (NACE) contains thirteen park units and parkways, including Piscataway Park. The overall unit consists of 98 locations and more than 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.

**About the Accokeek Foundation Visitor Center:**

The Visitor Center is open to guests Tuesday-Sunday from 10 am to 4 pm, March-December. The Visitor Center serves as a welcome center and gift shop to thousands of park visitors each year. This volunteer program was created to ensure that experienced AF representatives are present in the visitor center to answer visitor questions and enable visitors to experience Piscataway Park in a knowledgeable and memorable way.

**Position Summary and Purpose**:

The Accokeek Foundation is seeking volunteers to help staff the Visitor Center and Gift Shop in Piscataway Park. Volunteers serving in the Visitor Center will act as AF representatives and provide front line customer service through visitor engagement, ensuring a positive orientation experience for guests.

**Description of Duties:**

* Engage and educate visitors in all aspects of the park, including but not limited to: site orientation, membership and volunteer opportunities, special events, history, livestock, and natural resources
* Monitor inventory and maintain gift shop displays
* Process gift shop sales
* Track daily visitation data
* Answer phone inquiries
* Provide event support as needed

**Qualifications**:

* Excellent customer service skills
* Ability to multitask and problem solve
* Basic administrative skills including proficiency working with Microsoft Office
* Previous experience with a point of sale system is a plus, but not required

**Time Requirements:**

2-3 shifts per month is preferred. 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.

**Benefits:**

Volunteers will also receive a one-year family membership to the foundation which includes discounts on classes and events, invitations to “Friends Only” events, and a 10% discount at the museum gift shop and visitor’s 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.

**Supervisor:**

MaryAlice Bonomo, Visitor Services Manager.

**To Apply**:

Please contact Volunteer Coordinator Kaylin Beach at volunteers@accokeek.org.