

### **OVERVIEW**

Watershed Ambassadors help strengthen the connection with and foster stewardship of the Mt Tamalpais watershed among visitors by staffing the Sky Oaks kiosk. Volunteers, in an unpaid position, address visitor needs and facilitate positive visitor experiences by answering questions, providing information, assisting with the parking machine and educating visitors about the resources of the watershed.

### **DESCRIPTION OF DUTIES**

- Staff watershed kiosk, assist with pay station, distribute annual passes and maps, respond to visitors' inquiries and maintain tidiness of kiosk.
- Act as Sky Oaks point of contact during volunteer events to help visitors find event location.
- Assist with administrative tasks, data entry and data collection.
- Follow instructions from all watershed staff, understand and respect all watershed regulations and policies.

### **CONDITIONS**

The majority of time will be spent in or near the Sky Oaks kiosk which is a 20 foot square booth. Thousands of visitors per year enter via Sky Oaks and must purchase an annual or day parking pass at the kiosk.

### **KNOWLEDGE/SKILLS/EXPERIENCE DESIRED**

- Knowledge of the watershed trail system, and/or willingness to learn.
- Ability to communicate and interact with a diverse audience in a friendly and courteous manner.
- Previous experience as a volunteer working with the general public or in the retail field is preferred.
- Desire and ability to work outdoors in a small booth, at times in inclement weather.
- Must be reliable, punctual, resourceful, and detail oriented.
- Must be able to operate a telephone, a two-way radio and communicate face to face.

### **ORIENTATION/TRAINING**

Volunteers will be provided with information regarding the watershed trail system and rules and regulations, MMWD's hours of use, use fees, use permits and reservation system for District picnic areas, California Department of Fish and Game's fishing regulations, the fish planting schedule and the volunteer opportunities available. Participants work under the direction of the Watershed Administrative Assistant and/or other Watershed staff.

### **REQUIREMENTS**

Time commitment is a minimum of two 4-hour shifts per month, between the hours of 8:00 and 4:30, including shifts on the weekends. Volunteers will have submitted an application form and completed on-site training before participating in this capacity. Volunteers must disclose any physical limitations or restrictions that limit ability to perform certain physical demands or to work in certain environmental conditions. Before individuals are placed in this position a background check may be required. Attendants must be able to work in a safe and efficient manner with or without direct supervision of District staff. Attendants will be provided with and expected to wear a uniform. Volunteers must be at least 18 years old and have their own transportation to and from Sky Oaks in Fairfax.

### **BENEFITS**

Benefits to the volunteers include working in a beautiful and wildlife rich setting; experiencing and learning about the Mt Tamalpais Watershed; receiving training from district staff about the watershed's resources; and deriving satisfaction in serving and educating a variety of visitors while being a responsible steward of this unique land. A day parking pass is provided. Upon completion of 30 hours an annual pass will be offered.

### **MMWD CONTACT**

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