



**SPENCER J. COX**  
Governor

**DEIDRE HENDERSON**  
Lieutenant Governor

# State of Utah

## DEPARTMENT OF NATURAL RESOURCES

**JOEL FERRY**  
Executive Director

### Division of State Parks

**SCOTT STRONG**  
Division Interim Director

**TITLE:** Visitor Center Volunteer

**SUPERVISOR:** Trish Ackley, Park Naturalist and/or Gift Shop Staff

**WORK LOCATION:** Antelope Island State Park Visitor Center

**TIME COMMITMENT:** A minimum of 4 hours per month

### REQUIREMENTS:

- Must be at least 16 years of age or accompanied by a parent or guardian
- Must be able to read and write in English
- Must complete all "Agreement for Voluntary Services" Forms
- Satisfactory criminal background check
- A minimum of 4 hours service per month

### SKILLS

- Customer service/relations.
- Verbal/Non-verbal communications
- Ability to read, understand and explain documents in English.
- Availability and approachability

### TASKS

- Greet, assist, and answer park visitor questions.
- Contact park staff or law enforcement personnel as warranted.
- Receive reports and/or resolve customer complaints.
- Understand, explain, and provide information on park rules/regulations
- Provide pamphlets on park commodities and programs.
- Assist in Emergency Situations (Emergency Protocols)
- Use appropriate safety gear and/or signage (gloves, eye protection, signs)
- Other specific duties as agreed upon with park staff

### RESPONSIBILITY

- Be a good first impression for our visitors.
- Maintain a clean appearance for you and your work area.
- Be readily accessible/available to assist the public.
- Ask for help from park staff when needed.
- Follow policy as outlined in the Volunteer Handbook.

### AUTHORITY

- Volunteers are strictly educators/interpreters. Notify park staff if rule or law enforcement is necessary.
- Volunteers are authorized in any area restricted to park employees.



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### **RECOGNITION**

Volunteers are given an Antelope Island State Park pass at the start of their service. This can be used while on or off shift. These expire annually and are reissued in January every year. An annual volunteer recognition event is held in January. At this time volunteers are awarded service pins based on hours of service to the park. Those volunteers who are active (served 8 of 12 months of the year) and have accrued a total of 100 or more hours are given a Utah State Parks Pass, valid for day use entry into any Utah State Park (except This Is The Place Heritage Park and the Jordan River OHV Park).

### **ACCOUNTABILITY**

Annual volunteer training is provided and required. Failure to comply with volunteer requirements and responsibilities will result in coaching and/or termination from the Antelope Island volunteer program.

### **WORKING CONDITIONS:**

Volunteers in this position will be stationed at the park visitor center, inside a temperature controlled building with seating available.

Volunteers must be approachable, friendly and outgoing. We host visitors from all over the globe, so good communication skills are necessary to navigate potential language barriers. Familiarity with the park is preferred, but not required for this position.

A polo style golf uniform shirt and hat will be provided. The provided shirt must be worn while you are on duty. Only closed-toed shoes are permitted.

### **TO APPLY:**

Email or mail Volunteer Application to [tackley@utah.gov](mailto:tackley@utah.gov) or  
Antelope Island State Park, Attn: Trish Ackley, 4528 W 1700 So, Syracuse, Utah 84075