

Front Desk Volunteer

Baltimore City Recreation & Parks invites responsible, friendly and adaptable individuals to apply for a front desk volunteer opportunity! As part of the BCRP team, you will get to interact with community members from all over Baltimore and beyond as they explore around the center and other parts of Gwynns Falls Leakin Park.

Volunteers at the Carrie Murray Nature Center will assist individuals and groups with questions and make them feel welcome in the park. The main goal of a front desk administrator is to assist newcomers, other volunteers, and nature center staff. Examples of duties may include: answering phone calls, welcoming newcomers, signing-in visitors and volunteers, giving tours of the nature center, helping staff with their daily tasks, explaining maps and trails, and making sure that the Nature Center is running as smoothly as possible. The nature center's mission is to connect our Baltimore community with the beauty of Gwynns Falls Leakin Park. The front desk administrator is on the front lines to make that goal a reality!

All volunteers will be oriented to our animal ambassadors, the history of the park, and the daily operations of the nature center.

OVERVIEW OF RESPONSIBILITIES

- Support staff by managing front desk operations during open hours
- Assist visitors by welcoming, giving tours, suggesting trails, and answering the phones
- Learn about Gwynns Falls Leakin Park and its natural history
- Inform community members about upcoming events at the Nature Center and around the park
- Create a safe-space for all ages to engage with nature
- Ensure that community members safely interact with animal ambassadors
- Demonstrate professional standards of communication, attitude, and appearance in all interactions with staff and the public

QUALIFICATIONS

- Must be at least 16 years old
- Some experience working with children and diverse populations
- Strong interest in nature, environmental science, outdoor education, or related field
- Eager to discover and interpret local natural history
- Have a kind, humorous, and considerate attitude!

REQUIREMENTS OF POSITION

- All applicants will be subject to the following:
 - BCRP Volunteer application
 - Background Check
 - Fingerprinting

CMNC Information

DATES AVAILABLE: Year-round. Hours also available for college credit and community service hours.

SHIFTS AVAILABLE: Long-term volunteers are typically scheduled to work the same day(s) for scheduling continuity. Shifts between 8:30am-4:30pm.

CMNC is open **Monday – Saturday** year-round, and **2nd Sundays from May – September**.

TIME COMMITMENT: CMNC requires volunteers to work at least 6 hours/month to remain active. This is either a full day or two half-days every month.

To learn more about Carrie Murray Nature Center, check out our website, subscribe to our newsletter, and follow us on social media: <https://www.carriemurraynaturecenter.org/>.

**Volunteers requiring hours for college credit or community service hours are welcome to work multiple shifts per week to meet their hourly and semester requirements, this will be coordinated with the Naturalist Staff team before onboarding.*

Application Details

TO APPLY please submit an application, listed on the volunteer page on our website.

This position description should not be interpreted as all inclusive. It is intended to identify the major responsibilities and requirements of this position. The incumbents may be requested to perform position-related responsibilities and tasks other than those stated in this specification. Volunteers will be regularly evaluated and given feedback on skills and performance. This is to help the volunteers work to their greatest potential and participate in their own success. The expectation is improved and sustained improvement. Failure to comply with policies, complete tasks satisfactorily, or communicate scheduling needs may result in suspension or termination from this position.